



INFORMAL SECTORS SKILLS AND OCCUPATIONS SURVEY (ISSOS)

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Basic Report 2020

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Acronyms and Abbreviations

NSSF	National Social Security Fund
NHIF	National Hospital Insurance Fund
TVET	Technical Vocational Education Training
KNOCS	Kenya National Occupational Classification Standard
ILO	International Labour Organization
ISSOS	Informal Sector Skills and Occupation Survey
SPSS	Statistical Package for Social Sciences
CAPI	Computer Aided Personal interview
KNBS	Kenya National bureau of Statistics
CSO	County Statistics Officers
ISIC	International Standard Industrial Classification
CPC	Central Product Classification
PAPI	Paper aided Personal Interview
NITA	National Industrial Training Authority
MPYG	Ministry of Public Service, Youth and Gender Affairs
MSEA	Micro and Small Enterprise Authority
SDL	State Department for Labour
CBD	Central Business District
EA	Enumeration Area
KPHC	Kenya Housing and Population Census
ISIC	International Standard Industrial Classification
NGO	Non- Governmental Organization
CBO	Community Based Organization
SGR	Standard Gauge Railway
ICT	Information Communication Technology
IT	Information Technology

Foreword



Information pertaining to labour dynamics in any economy is a very crucial ingredient in planning, especially so in the way we deploy scarce resources whether financial, physical or human in order to achieve optimal utilization. Any policy interventions can only be effective if they are based on reliable, comprehensive and up-to-date information about the labour market conditions, workforce characteristics, the challenges it faces and the opportunities available to it.

Accurate labour market information is an essential economic infrastructure critical to the government, employers and job seekers for making informed choices on current conditions concerning issues such as wages, careers, job opportunities, education and training among other aspects in an economy.

According to 2019 Economic Survey, the informal sector created 762,800 new jobs in 2018 compared to 795,400 new jobs in 2017. This constituted 83.6 per cent of all new jobs created outside small scale agriculture sector and pastoralist activities. As we take cognizance of the informal sector's capacity to generate the much needed employment opportunities, we must therefore strive to understand the dynamics within the sector to enable all the key stakeholders develop interventions to nurture it and provide a conducive environment that guarantees decent work conditions suitable for continued growth and sustainability.

This Basic Report on the Skills and Occupations in the Informal Sector provides baseline information that not only highlights the profiles and other characteristics of the persons engaged but also forms the basis of other studies, given this is the first survey of its kind in the sector, that seek to find interventions and develop strategies that will make the sector more sustainable, predictable and above all productive in the Country's economy.

I am optimistic that the findings and recommendations of this Survey Report will be invaluable to policy makers, human resource and development practitioners, education and training institutions, the private sector and all other stakeholders.

A handwritten signature in black ink, consisting of several overlapping loops and lines, positioned above the printed name.

HON. SIMON K. CHELUGUI, EGH
CABINET SECRETARY, MINISTRY OF LABOUR AND SOCIAL PROTECTION

Preface



Kenya's economy is characterized by a formal sector that is experiencing an environment of shrinking employment opportunities and an informal sector that is increasing and absorbing entrants from schools and training institutions to the labour market. In order to understand the dynamics of the informal sector and be able to provide information to stakeholders both at policy and operational levels, the State Department for Labour in partnership with the Kenya National Bureau of Statistics and with support from

the World Bank, under the Kenya Youth Employment and Opportunities Project (KYEOP) undertook the Informal Sector Skills and Occupations Survey (ISSOS) in sampled enterprises across all the forty-seven (47) Counties between June and July, 2019.

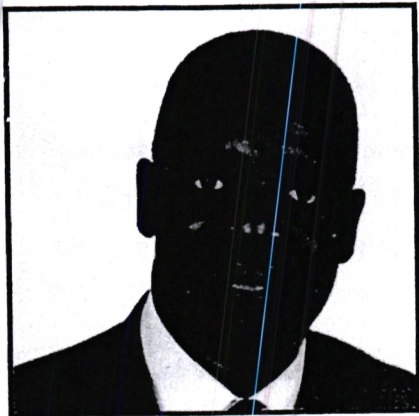
The objective of the Survey was to profile the skills and occupations within the informal sector and specifically: -to establish skills and occupations prevalent in the informal sector; provide data and information on quality of employment in terms of earnings and working conditions; identify skills that employers and employees in the informal sector lack for better performance of the enterprises; establish challenges faced by entrepreneurs and workers within this sector; provide information on the extent to which informal sector enterprises have embraced the use of ICT/IT in their operations and to identify apprenticeship/ training opportunities available in the sector.

The Report contains a number of important findings and recommendations that provide a platform for intervention measures by policy makers in government and key stakeholders besides being a source of critical labour market information data for updating the Kenya Labour Market Information System (KLMIS). In addition, being a first of its kind in the country, the report may also serve as a baseline for future research (es) within the sector.

A handwritten signature in black ink, appearing to read 'Patrick K. Ole Ntutu'. The signature is stylized and written in a cursive-like font.

HON. PATRICK K. OLE NTUTU
CHIEF ADMINISTRATIVE SECRETARY
MINISTRY OF LABOUR AND SOCIAL PROTECTION

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First and foremost, I wish to sincerely acknowledge the Cabinet Secretary, Ministry of Labour and Social Protection, Simon K. Chelugui, E.G.H for providing policy direction during this important national undertaking and the Chief Administrative Secretary, Hon. Patrick Ole Ntutu for continued moral support to the Technical Team.

Secondly, I appreciate the role played by the Director General, Kenya National Bureau of Statistics (KNBS) Mr. Zachary Mwangi, EBS, for signing the memorandum of

understanding with State Department for Labour to jointly undertake the Informal Sector Skills and Occupational Survey (ISSOS) besides releasing his technical staff throughout the survey period. We also acknowledge the financial support from the World Bank who availed the much-needed resources as well as technical support.

Thirdly, special mention goes to the Survey Technical Team comprising of James K Maru – Survey Coordinator; Peter A Nyariwo – Lead Subject Specialist; Ms. Meldah Angir – Lead Officer Data Coding; Francis Wanyeki – Data Coding and Mr Francis A Mitiambo – Ag. Director NHRPD from the State Department for Labour and Robert K Nderitu, OGW – Director Production Statistics; Benson Karugu, HSC – Labour Statistician; Newton Amugune – Labour Statistician; James N Kinyanjui, HSC – Sampling Statistician; John K Bore, HSC – Sampling Statistician; Zachary Ochola – Sampling Statistician as well as Cartographers Lead by the Director, Population and Social Statistics Mr MacDonald Obudho, MBS from the Kenya National Bureau of Statistics.

Sincere gratitude to Key Stakeholders from State Department for Youth Affairs in the Ministry of Innovation, Information and Youth Affairs; National Industrial Training Authority (NITA); Micro and Small Enterprises Authority (MSEA) in the Ministry of Industrialization; Ministry of Interior and Coordination of National Government, the Council of Governors; and Jua Kali Associations of Kenya for invaluable support during ISSOS inception stage and throughout the Survey period.

Finally, I would like to thank members of Households/Establishments who participated in the survey by providing information that is analyzed herein. I assure them the information they provided is always treated in strict confidence.

ENG. PETER TUM, OGW
PRINCIPAL SECRETARY, STATE DEPARTMENT FOR LABOUR

Executive Summary

Introduction

Kenya's economy is characterized by a formal sector that is experiencing an environment of shrinking employment opportunities and an informal sector that is increasingly expanding and absorbing entrants from schools and training institutions to the labour market. The failure of the formal sector to generate sufficient wage employment to accommodate all entrants to the labour force has led to many youth starting their own businesses or seeking employment in the informal sector.

Despite the opportunities available in this sector, there are several challenges that the youth joining it have had to contend with. Among these is their education and training background that did not hitherto take into account the skill requirements of the labour market, lack of timely labour market information to enable the youth make informed choices, easy access to credit to support the businesses as well as lack of socio emotional skills required in the entrepreneurial world. Against this background, the Government designed the Kenya Youth Employment and Opportunities Project (KYEOP) with the support of the World Bank. The project seeks to increase employment and earning opportunities for the targeted youth, an objective that is consistent with the social pillar of the Vision 2030 Blue Print. This pillar focuses on investing in people, including the areas of education, training, health, housing and culture, with a focus on women, youth, and vulnerable communities.

Informal Sector

The informal sector is an enterprise-based concept. Persons employed in the informal sector are those who work in informal enterprises. Informal enterprises are defined as unincorporated enterprises that produce at least some of their goods or services for sale or barter, and that which meet one or more of the criteria of a limited size in terms of employment, the non-registration of the enterprise or of its employees. For this survey, informal sector enterprises are enterprises that are not registered by registrar of companies and that produces goods and services meant for the market. The survey targeted owners/employees of businesses categorized to be in the informal sector across all different economic activities excluding agricultural sector.

Survey Objectives

The overall objective of the Informal Sector Skills and Occupations Survey was to provide comprehensive data on skills profile and occupations in the informal sector and specifically to

- i. generate data on types of skills demanded and utilized in the informal sector;
- ii. provide data and information on quality of employment in terms of earnings and working conditions;
- iii. provide information on skill gaps that exist, in terms of cognitive, technical (including entrepreneurial and business skills) and socio-emotional skills;
- iv. provide information on skills development within the informal sector enterprises;
- v. provide information on occupations that are prevalent in the informal sector in Kenya;
- vi. provide information on constraints that hinder the creation, growth and development of the informal sector;
- vii. provide information on the informal sector business owners' entrepreneurship related characteristics; and
- viii. provide information on the extent to which informal sector enterprises have embraced the use of ICT/IT in their operations.

Response rate

The survey achieved high response rates. Out of the sampled 9,303 enterprises, 7,906 were found to be eligible based on definition of informality. A total of 7,620 enterprises with fixed location were interviewed translating to 96 per cent response rate. The response was higher for enterprises within EAs (99.1 per cent) compared to those from blocks (91.8 per cent). Table 3.2 below shows the survey response rates.

Key Findings

Magnitude of the informal sector

The number of informal sector enterprises was estimated at 5.0 million enterprises out of which those in the urban areas accounted for 64.9 per cent of total businesses. The predominant industry within the sector was wholesale and retail trade; repair of motor vehicles and motorcycles which accounted for more than half (62.2 per cent) of the total businesses. The manufacturing industry had the second highest concentration of informal businesses followed by accommodation and food service activities, accounting for 12.5 per

cent and 9.7 per cent, respectively. The wholesale and retail trade; repair of motor vehicles and motorcycles was the dominant industry in both the rural and urban areas, accounting for 59.0 per cent and 63.9 per cent, respectively.

Start-up Capital

Overall, 74.8 per cent of informal sector enterprises reported Family/Own funds as the main source of start-up capital while paltry 6.2 per cent of business owners reported the main source as loans from Family/Friends Loan (Not free)

Operating Hours of Informal Sector Enterprise

Enterprises within urban and rural residences had high mean weekly working hours of 60 hours.

Working Status and Sex of informal Sector Owners/Operators

Overall, majority of operators (87.2 per cent) were working owners of whom majority (57.3 per cent) were females.

Age of Business Owners/Operators

Most of the operators (53.1 per cent) were youth (18-34 years), while working owners (58.7 per cent) and non-working owners (73.3 per cent) were aged above 35 years.

Number of Employees in the Informal Sector

The survey revealed that the informal sector about 11.9 million persons who were 'usually' engaged compared to approximately 11.7 million persons who were 'currently' engaged during the review period.

Overall, 82.1 per cent of informal sector employees were in the urban areas with Wholesale and retail trade; repair of motor vehicles and motorcycles had the highest number of employees at 47.0 per cent followed by those of accommodation and food service activities and manufacturing at 22.1 per cent and 14.5 per cent, respectively. Informal sector employees by occupation shows 'Service Workers, Shop and Market Sales Workers' were the majority in both rural and urban areas at 305,544 and 1, 411,759, respectively. Craft and Related Trades Workers had the second highest overall number of employees at 416,072.

Occupations and Sex

Most of the persons engaged were in the Legislators, Administrators and Managers and; Service Workers, Shop and Market Sales Workers occupational categories which accounted for 45.5 per cent and 24.3 per cent, respectively.

Overall, females dominated in Legislators, Administrators and Managers (63.8 per cent), Service Workers, Shop and Market Sales Workers (62.6 per cent), skilled Farm Fishery Wildlife and Related Workers (64.4 per cent) and Elementary occupations (63.5 per cent). Males mainly dominated in the Technicians and associate Professionals, Craft and related trade workers and Plant and Machine operators and assemblers at 65.2, 66.6 and 71.3 per cent, respectively.

Job vacancies

Total number of vacancies were estimated to be 626,299, with enterprises within urban reporting more vacancies (504,068) than enterprises within rural areas. Enterprises with highest number of vacancies (283,355 and 149,421) were wholesale and retail trade; repair of motor vehicles and motorcycles activities and manufacturing, respectively.

Enterprises Internet Use

About 80.4 per cent of the informal enterprises were not using any of the available platforms.

Informal Sector Earnings

The survey results showed that informal sector enterprises located in the urban areas had higher average monthly income of KSh 25,000 compared to those in rural areas which had an average monthly income of KSh 15,000.

Working Time

Overall, the employees worked about 60 per week. There was no difference in the average time worked by males and females.

Enterprises Training Requirements and Skill gap

Financial Skills, Record -Keeping Skills and marketing Skills were reported as the leading skills lacked by enterprises at 27.1, 20.5 and 16.6 per cent, respectively. Major reasons for not having workers with the required skills were indicated as high cost for labour at 49.2 per cent, followed by unavailability of required skills at 35.3 per cent. Further, Major technical skills lacked by enterprises were Craft/vocational trades at 53.6 per cent followed by Personal Services at 30.1 per cent.

Employee Skill Development

Majority of the informal sector enterprises (63.4 per cent) do not train their employees. Only 9.3 per cent of the enterprises reported to train employees.

Preferred Mode of Training

The survey revealed that majority of the informal sector enterprises (64.3 per cent) preferred formal training institutions. On-the job training (51.8 per cent) was mostly used to train Skilled Farm Fishery, Wildlife and Related Workers while the rest mostly preferred training their employees in the formal training institutions.

TVET Training

Overall, 22.4 per cent indicated they had not attended any TVET training. In the professional, scientific and technical activities industry, only 48.6 per cent of the owners/operators had attended TVET Training.

TVET Training Award

About 33.0 per cent of the informal sector employees who had attended training but had not been awarded any certificate, 32.6 per cent reported to have been awarded 'certificate'. Only 0.2 per cent reported to have been awarded a Higher National Diploma.

Areas of TVET Training

Most of the working owners were in Craft/Vocational trades (344,985), Business and Administration (153,515) and Personal Services skill (119,258) area categories.

Difficulties Enterprises face towards growth and development

Respondents ranked the first major difficulties to be inadequate capital or credit at 56.8 per cent followed by getting markets/customers for their goods at 11.2 per cent

Soft Skills Owner/Operator of Enterprises

The survey results indicated that 12.0 per cent of those in the Accommodation and food often accommodate employee/customer concerns with a further 4.9 per cent saying this was not often done while 3.9 per cent said they always did so.

Conclusions

- **Informal sector owners/operators by industry and age group:** Information and communication (73.1 per cent) and Transportation and storage (64.8 per cent) industries had majority of owners/operators who were within 18-34 years of age as compared to Manufacturing (72.6 per cent) which had high proportions of owners/operators within 35 years and above.
- **Areas of TVET Training:** Majority had training in Craft/vocational trades (38.4 per cent), Business and Administration (15.8 per cent) and Personal Services (12 per cent).

- **Working Owners/Operators contribution to NSSF and NHIF:** Majority of Working Owners/Operators in the informal sector contribute to neither National Social Security fund nor NHIF.
- **TVET Training:** overall, majority of employees did not attend any TVET training but within construction workers over 50 per cent employees attended TVET training. For those who attended training, craft and vocational training and personal services is where the training was more concentrated.
- **Working Hours:** Overall, both Male and females worked the same number of hours (60) per week

CHAPTER 1 INTRODUCTION

1.1. Background to ISSOS 2019 Survey

A major challenge to meaningful economic development is that of unemployment and under employment. Every year, about 800,000 persons join the labour market with the majority being the youth within the age bracket 15-35. The dynamics within which the labour market operates comprise on the one hand a formal economy that is not expanding and creating job opportunities as fast as the number of persons entering the labour market while on the other, the education and training offered in the country is not tailored to market demands resulting to mismatch of skill supply and demand. Those most affected by this phenomenon are the youth who form the bulk of those entering into the labour market. Currently, the unemployment rate in Kenya stands at 9.31 per cent ¹ and the majority are the youth and who are without any skills; some having either dropped out of school or completed school and not enrolled in any college.

Failure of the formal sector to generate sufficient wage employment to accommodate all entrants to the labour force has led to many youth starting their own businesses or seeking employment in the informal sector. According to 2019 Economic Survey, the informal sector created 762,200 new jobs in 2018 compared to 795,400 new jobs in 2017. Despite the opportunities available in this sector, there are several challenges that the youth joining it have had to contend with. Among these is their education and training background that did not hitherto take into account the skill requirements of the labour market, lack of timely labour market information to enable the youth make informed choices, easy access to credit to support the businesses as well as lack of socio emotional skills required in the entrepreneurial world. It is against this background that the Government designed the Kenya Youth Employment and Opportunities Project (KYEOP) with the support of the World Bank. The project seeks to increase employment and earning opportunities for the targeted youth, an objective that is consistent with the social pillar of the Vision 2030 Blueprint. This pillar focuses on investing in people, including the areas of education, training, health, housing and culture, with a focus on women, youth, and vulnerable communities.

¹ Economic Survey 2019

Information pertaining to labour dynamics in any economy is a very crucial ingredient in planning, especially so in the way we deploy scarce resources whether financial, physical or human in order to achieve optimal utilization. However, there has been inadequate information on the informal sector. In order to provide stakeholders with comprehensive information on the informal sector to guide formulation of policies and programmes, the State Department for Labour in partnership with Kenya National Bureau of Statistics and with support from the World Bank, under the Kenya Youth Employment and Opportunities Project (KYEOP), designed and implemented an Informal Sector Skills and Occupations Survey (ISSOS) across all the forty-seven (47) Counties between June and July, 2019.

1.2. Survey Objectives

The overall objective of the Informal Sector Skills and Occupations Survey was to provide comprehensive data on skills profile and occupations in the informal sector.

In order to achieve this overall objective, the study focused on the following specific objectives:

- To generate data on types of skills demanded and utilized in the informal sector.
- To provide data and information on quality of employment in terms of earnings and working conditions.
- To provide information on skill gaps that exist, in terms of cognitive, technical (including entrepreneurial and business skills) and socio-emotional skills.
- To provide information on skills development within the informal sector enterprises.
- To provide information on occupations that are prevalent in the informal sector in Kenya.
- To provide information on constraints that hinder the creation, growth and development of the informal sector.
- To provide information on the informal sector business owners' entrepreneurship related characteristics.
- To provide information on the extent to which informal sector enterprises have embraced the use of ICT/IT in their operations.

1.3. Overview of Informal Sector in Kenya

The informal economy constitutes an important component in the economic activities and process of development in Kenya. Although its relative importance was minimized in the past, the informal economy continues to thrive in Kenya. In this survey, the informal economy is defined as consisting of those economic activities, units, enterprises and workers (both professionals and non-professionals) who engage in commercial activities outside of the realm of the *formally* established mechanisms for the conduct of such activities and are therefore not regulated or protected by the State. In other words, informal sector enterprises are business enterprises not registered by the registrar of companies and do not produce for own consumption.

Informal sector includes all forms of unregistered or unincorporated small-scale productive, vending, financial and service activities, and also comprises of all forms of employment without secure contracts, worker benefits and social protection. It is also characterized by small scale activities, easy entry and exit, low skills generally gained from vocational schools and less capital investment,

Majority of informal sector operators work in Market stalls, Mobile or no fixed location, Exhibitions, Kiosk, Open ground with shed, Open ground without shed, Jua kali sheds, Building sites, Residential visible, Commercial premises and Industrial sites. According to Micro Small and Medium Enterprises (MSME) 2016 basic report, 44.1 per cent of informal/unlicensed businesses were in either temporary or semi-permanent structures while 40.6 per cent were located in open places or where there were no structures. Only about 13.8 per cent of informal/unlicensed businesses were operated in permanent structures.

In Kenya, informal sector operations cut across almost all sectors of the economy and sustain majority of households. Even with the importance it plays in the economy, in general, informal sector faces several constraints such as access to; information, financial services, skills and technology, besides environmental hazards, and harassment from licensing officials among others.

According to 2019 Economic Survey, the informal sector created 762,800 new jobs in 2018 compared to 795,400 new jobs in 2017. This constituted 83.6 per cent of all new jobs created outside small scale agriculture sector and pastoralist activities. Total employment outside small-scale agriculture and pastoralist activities increased by 5.0 per cent to 17,783,200 persons in 2018. Informal sector employment rose by 5.4 per cent to 14,865,900 persons and accounted for 83.6 per cent of total persons engaged during the period in reference.

1.4. Organization of the 2019 informal sector skills and occupation Survey Report

This report is organized into seven chapters. Chapter one gives an overview of the study, Chapter two explains concepts and unfamiliar terms used in the questionnaires. Chapter three discusses the survey design & methodology. The findings of the survey are presented in Chapter four, Chapter five and Chapter six, while the conclusions and recommendations are provided in Chapter Seven.

CHAPTER 2

CONCEPTS AND DEFINITIONS

2.1. Introduction

In order for the survey to serve its intended purpose and to avoid data misinterpretation, it is important that information collected analyzed and presented have the same meaning. To achieve this, the chapter explains concepts and unfamiliar terms used in the questionnaires so that they are understood uniformly and used consistently. Below are common concepts and definitions used in the survey.

2.2. An Interview

An interview is a structured conversation with the specific objective of obtaining information.

2.3. Enumeration area (EA)

Refers to the smallest geographical unit created during cartographic mapping that precedes a Population and Housing Census and usually allocated to a single enumerator during enumeration.

2.4. EA Type

Refers to the location of the EA which could be either Rural (Countryside), Urban (Town, City etc.) and Peri-Urban (area surrounding an urban area providing the landscape interface between the urban and countryside)

2.5. Cluster

This is the smallest geographical statistical unit, which is either an EA, part of an EA or a combination of EAs with details pertaining to businesses and structures.

2.6. Block

This is a small geographic area, within Central Business District (CBD) and with high concentration of enterprises, created by delineating the EAs within the CBD into small equal-sized areas using the streets, roads or other identifiable boundaries.

2.7. Structure

This is a free-standing building that can have one or more rooms for residential and/or commercial use. Residential structures can have one or more dwelling units. Sometimes, a series of buildings may be found along a street and are joined to one another by common

walls on either side looking like a continuous structure. These different units are practically independent of one another and are likely to have been built at different times and owned by different persons. In such cases, though the whole structure with all the adjoining units apparently appears to be one building, each portion should be treated as a separate structure. On the other hand, a multi-storied building having several flats owned by different persons should be treated as one structure. If within a large enclosed area there are separate buildings owned by different persons, then each such building constitutes a structure. Similarly, if there is more than one building within an enclosed or open compound (premises) belonging to the same person e.g. the main house, the servant's quarter, the garage etc., each of these buildings separately constitute a structure.

2.8. Bus Park (station)

This refers to facilities where there are parking lots with public transport connections that allow commuters and other people heading to various destinations to leave their vehicles (stations along SGR route, Molo line shuttle bus park in Nakuru) and transfer to a bus, rail system (rapid transit, light rail, or commuter rail), or carpool for the remainder of the journey.

2.9. Undesignated Area

Refers to a geographic area which is not officially demarcated as a business location, market, or shopping center.

2.10. Designated Market

Refers to a geographic area which is officially demarcated as a business location, market, or shopping center.

2.11. Residential premise

This is a dwelling unit, which includes single-family housing, multi-family housing, or mobile homes.

2.12. Stand-alone shop

Refers to a store/shop that is not directly attached to any other shopping mall/store.

2.13. Stall/Exhibition:

Refers to a booth or a compartment for sale of goods, marketplace or business zone. Exhibitions are at times characterized by public displays of artwork, artifacts or other items for sale in an open ground.

2.14. Kiosk:

Refers to an open room or cubicle from where refreshments, groceries or small items are sold. More often they are semi-permanent structures.

2.15. Open ground without stand:

Refers to a ground where businesses are carried out in the open with no structures.

2.16. Jua kali sheds

In the context of this study, this refers to Government constructed sheds meant to house Jua Kali operators.

2.17. Industrial site

Area zoned and planned for the purposes of industrial development. An industrial site can be thought of as a heavy weight version of a business park or office park which has offices and light industries rather than heavy industries usually located in the outskirts of a town.

2.18. Mobile/No fixed location

Refers to businesses that are carried out in no fixed abode i.e. businesses conducted while moving from one point to the other for example hawking.

2.19. Residential visible

Refers to a home-based business where the owner, works from home in an environment that is ideal depending on the space required and the nature of the work. For example, an operator of a salon outfit in the same unit he/she lives in etc.

2.20. Residential non visible

Refers to a home-based business where the owner/ boss, works from home but lacks the proper environment for conducting the business, this is basically the opposite of Residential with Special Outfit.

2.21. Enterprise

The term enterprise refers to an economic unit for producing goods and services. It is an entity under whose umbrella an establishment(s) operates. As noted before in this survey, farm holdings, mining and quarrying are excluded.

2.22. Informal Sector

The informal sector is an enterprise-based concept. Persons employed in the informal sector are those who work in informal enterprises. Informal enterprises are defined as unincorporated enterprises that produce at least some of their goods or services for sale or barter, and that which meet one or more of the criteria of a limited size in terms of

employment, the non-registration of the enterprise or of its employees. For this survey, informal sector enterprises are enterprises that are not registered by registrar of companies and that produces goods and services meant for the market.

2.23. Respondent:

This is any responsible member of the household or enterprise who provides information to the enumerator.

2.24. Employment Status

Describes the categories of workers found in enterprises, examples include the following:

2.24.1. Casual worker

This refers to a person the terms of whose engagement provide for his payment at the end of each day and who is not engaged for a longer period than twenty four hours at a time; these workers may be classified as being employees or own-account workers according to the specific circumstances of the Employment contract

2.24.2. Unpaid Family Workers (contributing family workers):

These are people related in some way to the owner or operator of the business and work in the business without pay (or a partial pay or some token). Such workers may include spouses, sons, daughters, etc.

2.24.3. Paid Employee:

This is a worker who is paid a fixed amount of money (also known as a salary) by an employer.

2.24.4. Apprentice

Apprentices are all employees who are under training under a skilled employer having agreed to work for a fixed period. They may or may not be paid a fixed pay.

2.24.5. Intern:

A student or trainee who sometimes work without pay in order to gain work experience.

2.24.6. Volunteer

This is a person who freely offers to take part in an enterprise or undertake a task with or without being paid.

2.24.7. Working Owners:

These are persons who operate their own businesses, or are engaged independently in some profession or trade, and may or may not engage someone. If they hire someone, they are working employers; and if they work alone in their business, they are own-account owners or workers. Whether they hire or not, the important point here is that each of them is an owner or operator of the business and works there.

2.25. Home maker:

A person and especially a woman who manages a home.

2.26. Business Operator:

This is a person who runs the day to day activities of the business enterprise. He or she may be the owner or employee of the enterprise.

2.27. Formal business:

Is defined as an enterprise that is registered by the registrar of companies.

2.28. Informal business

Are defined as unincorporated enterprises that produce at least some of their goods or services for sale or barter, and that which meet one or more of the criteria of a limited size in terms of employment, the non-registration of the enterprise or of its employees. For this survey, informal sector enterprise are enterprises that are not registered by registrar of companies and that produces goods and services meant for the market.

2.29. Sources of Start-up Capital:

Refers to money required to start an enterprise (Seed money) sources of startup capital may include: -

- **Family/Own Funds:** This is money gotten from family or own self.
- **Family/Friends Loan:** This is money borrowed from family or friends and is expected to be paid back with/without interest.
- **Bank:** An establishment authorized by a government to accept deposits, pay interest and give loans among others.
- **Micro Finance Institutions:** organizations that offer financial services to low income earners.
- **Rotating Savings & Credit Association:** This is a group of individuals who come together for purposes of saving money and advancing credit to members at an interest.

- **Government loan:** This is a loan given by the government to borrowers at lower interest rates. This usually done through defined institutions such as the Women Enterprise fund, Youth Fund, UWEZO Fund etc.
- **NGO Funding:** This is money received from NGO's/ CBO's for business startup usually at no interest or no intention to pay back. Some NGO's provide material assistance for business startups
- **Trade Credits:** Trade credit is the credit extended to you by suppliers who let you buy now and pay later.
- **Shylock:** Money lender who charges very high interest rates
- **In-kind:** Non-monetary compensation or support
- **Chama:** Informal cooperative society normally used to pool and invest resources by people.

2.30. Terms of engagement:

Describes the type of employment contract between an employer and employee within an enterprise. Types of contract may include the following: -

2.30.1. Limited contract:

It is a fixed term contract and is normally linked to the duration. It will automatically terminate at the end of term unless terminated earlier by either party or renewed by both parties.

2.30.2. Casual/temporary:

These are on-demand employees who do not have stable or regular contracts of work and are 'employed' intermittently. Furthermore, the employing organization is not responsible for payment of relevant taxes and social security contributions.

2.30.3. Permanent:

Long term engagement with a start date up to when one decides to retire or quits.

2.30.4. Commission:

This is where an employee is paid as a percentage upon completion of a task, usually selling a certain amount of goods or services.

2.30.5. Piece work:

Is a type of employment where workers are paid for the piece of work or task they do, for example making articles of clothing.

Describes the proprietorship and possession status of a business in terms of investment, shareholding and management. The following are the various types of ownership:

2.31.1. Family-owned business:

Is any business in which two or more family members are involved and the majority of ownership or control lies within a family;

2.31.2. Sole proprietorship:

It is a type of business that is owned by one person and in which there is no legal distinction between the owner and the business entity;

2.31.3. Partnership:

It is a legal form of business operation between two or more individuals who share management and profits;

2.31.4. Public limited Company:

A public limited company registered under the Companies Act with statutory minimum capital and shares offered to the public subject to conditions of limited liability. Its securities are traded in the stock exchange and can be bought and sold by anyone. They are strictly regulated and required by law to publish their complete and true financial position so that investors can determine the true worth of its shares.

2.31.5. Cooperative/Group:

This is a business or organization owned by and operated for the benefit of those using its services. Profits and earnings generated by the cooperative are distributed among the members, also known as user-owners example Chama(s), farmers cooperatives and dairy cooperatives.

2.31.6. Private Company:

A private company is defined as one which by its articles it restricts the right to transfer its shares, limits the number of its members to fifty, exclusive of persons in the employment of the company and prohibits any invitation to the public to subscribe for any shares or debentures of the company.

2.32. Registration of Businesses:

Refers to authorization for businesses to operate within a certain environment. Such authorization is given in form of a document and clearly indicates the location and the activity(ies) of the business.

2.33. Types of registration:

Business organizations may be registered for operation by various Institutions such as Registrar of companies, County Government, Micro and small business Authority, Professional Bodies or Social development department.

2.33.1. Registrar of Companies:

This is a government official at the attorney Generals Chambers whose job is to keep detailed records about all limited companies. The registrar is responsible for recording and maintaining certain details of the new and existing firms within his or her jurisdiction. He or she also authorizes the formation of new firms, and renewal of or changes in the existing ones.

2.33.2. Professional bodies or Professional Organizations:

This is nonprofit making organizations seeking to further a particular profession, the interest of individuals engaged in that profession and the public interest. In Kenya such bodies include, The Engineers Registration Board, the Kenya Medical and Dentists Board, etc

2.33.3. Micro and Small Enterprise Authority (MSEA):

This is a government agency charged with the responsibility of maintaining a register of all Micro and Small Enterprises in Kenya. The non-registration by MSEA may not impede an informal sector operator to carry out their business

2.33.4. Social Development Department:

This is a government agency charged with the responsibility of registering social groups which may as part of their day to day activities carry out businesses. Examples include women groups, youth groups and community welfare groups, community-based organizations and/or associations of persons physically challenged.

2.33.5. County governments:

These are units of devolved Government in Kenya that register and license various categories of businesses to operate within the respective counties.

These are competencies that enable one to perform a job.

This is a field of specialization that equips an individual with relevant competencies to perform a given set of task or job.

Refers to the difference between an organization skill needs and current capability of its work force.

It is the ability to analyze financial transactions, keep/maintain basic financial statement and prepare budgets with the understanding of the financial implications of the decisions. e.g. budgeting, record keeping etc.

This is ability to plan, organize, coordinate and direct activities of the business enterprise.

These are personal attributes that enables someone to interact effectively and harmoniously with other people. e.g. communication, time management flexibility, teamwork etc.

These are skills that will enable one to be able to function effectively in day to day living e.g. etiquette, tolerance, empathy etc.

These are a set of related tasks that define someone position/title in an enterprise.

This is the action or process of providing someone or something with an official document attesting to a status or level of achievement.

Refers to compensation in cash and or in kind paid to employees, as a rule at regular intervals, for time worked or work done together with compensation for time not worked, such as for annual vacation, other paid leave or holidays. Earnings exclude employers' contributions in respect of their employees paid to social security and pension schemes and

the benefits received by employees under these schemes. Earnings also exclude severance and termination pay.

2.44. Education:

These are the Formal Levels of acquisition of knowledge this includes Primary, Secondary and University.

2.45. Award:

This is any qualification acquired after completing a course of instruction and passing the requisite exams for the attainment of that qualification. e.g. Bachelor's degree in Education, Dress making grade 3.

2.46. Technical and Vocational Training:

This is skill-based course of instruction that entails acquisition of practical skills, attitudes understanding and knowledge relating to occupations. This is mainly found in youth polytechnics, middle level colleges and sometimes also in the universities.

2.47. Self-taught:

This is the acquiring of skill through one's own initiative

2.48. On the job training:

This is employee training at the place of work while he or she is doing the actual job.

2.49. In house training:

This is training organized within the work place

2.50. Formal training institution:

This is registered institution where people of different ages go to gain knowledge and skills in any area of interest.

2.51. Informal training provider:

This is a non-registered training provider with no formal curriculum where people of different ages go to gain knowledge and skills in any area of interest.

2.52. Formal apprenticeship:

This is where a learner acquires skills for a trade or craft learning and working side by side with an experienced craft person usually complemented by classroom-based instruction.

This a system of training where there is a training agreement between an apprentice and a master craftsman. Training is integrated in production process and the apprentice learn by working alongside an experienced craft person.

An expense is a cost incurred in day to day operations of an enterprise. The expense may occur while purchasing an asset, reducing liability, distributing to the owners. Expenses may also be incurred in activities such as advertising, salaries, etc.

These are items or set of tools that are necessary for a particular purpose or performance of a particular task.

A household is defined as a person or a group of persons residing in the same compound, answerable to the same head and sharing a common source of food. The three important ways of identifying a household are ensuring that:

- People reside in the same compound;
- People are answerable to the same head; and
- Members pool and share their resources for common provisions.

Note: If an answer to each of the above criteria is “Yes”, then you have adequately identified a household. If the answer to one or more criteria is “No”, then we are dealing with more than one household. Please note that domestic servants and other workers living and eating in the household are to be included as household members.

Refers to the group of persons who normally reside together in one household. Household members may or may not be related by blood but are answerable to one head.

This is a period used for work on a regular basis. Usual hours of work per week, identifies the most common weekly working schedule over a selected period of a person in employment. When compared with workers’ “normal hours of work”, the “usual hours of work” includes the overtime that occurs systematically every day or week and excludes time not worked on a usual basis. This measure is affected neither by irregular or unusual overtime, whether

worked for premium pay, regular pay, or not compensated at all, nor by unusual absence or rest.

An occupation is a set of jobs whose main tasks and duties are characterized by a high degree of similarity. It also refers to the type of work done during the reference period by the person employed (or the type of work done previously, if the person is unemployed), irrespective of the industry or the status in employment in which the person should be classified.

The main occupation refers to the activity which occupies most of the employee's working time at the time of the survey.

It is income before taxes and other compulsory deductions such as social security contributions. Gross income from paid employment is value of wages or salaries plus all associated allowances and benefits before regular deductions are made. Gross income from business enterprise consists of total revenue before taxation and depreciation allowance.

A vacancy is an unoccupied or soon to be vacated post, or a newly created post, open to people from outside or within the employer business or organization (or filled by those found in the establishments).

This is a fixed regular payment typically paid on a monthly basis made by an employer to an employee.

This is a fixed regular payment earned for work and services typically paid on a daily or weekly basis

Refer to persons working in the business during the reference period as well as persons working outside the enterprise but who belong to it and are directly paid for by the business. They include persons employed for performing all principal and auxiliary activities of the enterprise. It also refers to the numbers of persons who are fully absorbed or partially absorbed in the business.

2.66. Main Economic activity

The main activity is defined as that activity which contributes most to the total income of the enterprise.

2.67. Machine-Aided Processes:

This involves the use of equipment's or apparatus that do not use power to help in achieving expected results e.g. sewing machine which one uses peddle to drive it.

2.68. Power Driven:

These are machines operated and/or controlled by mechanical or electrical energy e.g. tractors and other power-driven machinery, motor driven sewing machine

2.69. Manual:

These are machines operated by the hand or hands rather by an electrical or electronic device; involving or using human effort, e.g. sewing using a needle

2.70. Technology:

Refers to modern tools and machines that may be used to solve real- world problems or make work easier usually accompanied by relevant skills and knowledge to operate such tool and machine

2.71. Usual county of residence:

This refers to the county where the respondent stays most of time and not the county where the respondent originates from.

2.72. Central product classification (CPC):

The central product classification (CPC) is a classification based on the physical characteristics of goods or on the nature of the services rendered. Each type of good or service distinguished in the CPC is defined in such a way that it is normally produced by only one activity as defined in ISIC. The CPC covers products that are an output of economic activities, including transportable goods, non-transportable goods and services.

2.73. The International Standard Industrial Classification of All Economic Activities (ISIC) Rev 4:

Refers to the latest International reference classification of productive activities. Its main purpose is to provide a set of activity categories that can be utilized for the collection and reporting of statistics according to such activities.

2.74 The Kenya National Occupational Classification Standard (KNOCOS)

This is a document that defines and/or classifies all the occupations found within the National country.

CHAPTER 3

SURVEY DESIGN & METHODOLOGY

3. Introduction

The 2019 Informal Sector Skills and Occupation Survey (ISSOS) was a cross-sectional survey designed to provide the profile of skills and occupations prevalent in the informal sector at the national level, desegregated into rural and urban segments. The survey targeted owners/employees of businesses categorized to be in the informal sector across all different economic activities.

3.2. Survey Design

The ISSOS design employed a dual approach where the targeted population was divided into two non-overlapping, but exhaustive groups as follows;

- a. Enterprises with fixed location in residential areas and those within Central Business Districts (CBDs)
- b. Enterprises without fixed/known location

Enterprises with fixed location were covered through the enterprise approach using Enumeration Areas (EAs) and Blocks where all informal businesses with fixed location within the sampled EAs and Blocks were first listed before second stage selection of enterprises. In this approach, the units of analysis were the enterprises and only enterprise questionnaire was administered to the proprietors of the selected enterprises.

The enterprises without fixed location were covered through the household approach where households were visited to collect information on demographic characteristics of the population and to identify enterprises operated by the households. A household questionnaire was first administered to the sampled household and if it was established that that an enterprise without fixed location was being operated by the household, an enterprise questionnaire was administered to the operator of the enterprise.

A two-stage stratified cluster sampling design was adopted for the survey. The first stage involved sampling of the EAs or Blocks, which were the Primary Sampling Units for the survey, from the sampling frame while the second stage involved selection informal enterprises from sampled blocks and EAs and households from the EAs.

3.3. Sampling Frame

The survey utilized the available household-based sampling frame by modifying it to suit the enterprise approach. The frame was based on the EAs from the 2009 Kenya Housing and Population Census (KPHC) which were the primary sampling units. The EAs are the smallest geographical sampling units and were created prior to 2009 census based on an average measure of size of 100 households. The Blocks were also created by splitting the these EAs within the CBDs into small equal-sized units. Eventually, all the enterprises and households in the EAs were listed to generate a list of enterprises and households from which a sample for the survey was drawn. Similarly, all the households within the selected EAs were listed and a sample of households for the survey selected from the list.

3.4. Stratification

The EAs used as the sampling frame were created for the 2009 Census enumeration and were, therefore, based on the number of households. These EAs did not have any information on the density of enterprises in them. Expectedly, the distribution of the households in the EAs is not necessarily equivalent to that of the informal enterprises. Most of these enterprises are concentrated in urban centres where the infrastructural support is relatively better. It was therefore expected that urban areas would have more concentration of businesses than the rural areas. In order to ensure representativeness of the sampled enterprises, the sampling frame was stratified into three categories;

Stratum 1: This Comprised of EAs in non-residential areas of major towns namely; Nairobi, Nakuru, Eldoret, Thika, Kisumu and Mombasa which have heavy concentration of informal enterprises. This stratum was referred to as the **Central Business District (CBD)**. Since these parts usually cover smaller geographic areas but have a high density of enterprises, all PSUs in this stratum were selected with certainty i.e. all were included in the sample. The PSUs in this stratum were sub-divided into nearly equal segments known as blocks. The blocks were categorized into 4 groups namely; Major concentration of government offices/ buildings, Areas with concentration of stalls or around bus park/stage, Areas with concentration of garages/workshops and Industrial Areas.

Stratum 2: This comprised of EAs in the remaining urban areas after removing the CBDs. This stratum was referred as **Urban Areas**. In most of the counties, these areas accounted for a small proportion, in terms of geographical coverage, and therefore, were over-sampled. The over-sampling of PSUs in this stratum was to ensure more enterprises were covered in the survey since enterprises are more concentrated within urban areas compared to the rural

areas. PSUs in this stratum were not sub-divided prior to sampling and even after sampling no segmentation was done during listing.

Stratum 3: This comprised of EAs in the remaining areas which were not covered by the CBDs and Urban Areas. this stratum was referred as **Rural Areas**. EAs in this stratum were also not be sub-divided.

All selected EAs were listed to generate a list of informal enterprises with fixed locations as well as households within the EAs. The informal enterprises within the sampled blocks were also listed. The listed enterprises and households formed the sampling frame for the secondary sampling units.

3.5. Sample size and allocation

In designing the sample, the minimum sample size requirements to achieve reliable estimates at the domains was considered. The sample size for the survey was estimated at 15,300 enterprises. The sample was distributed to the three survey strata namely: Central Business District (CBD), Urban and Rural Areas. The sample was allocated as follows;

- i. A total of 968 enterprises were expected to be derived from households and were to constitute enterprises with no fixed location. It was estimated that there would be an average of 2 enterprises for every 20 households.
- ii. Within each of the selected EAs, a listing of all the enterprises with fixed location was undertaken from which a sample of 20 enterprises was to be selected. This process was expected to yield a total sample of approximately 9,680 enterprises with fixed locations within the sampled EAs.
- iii. Finally, a sample of 155 blocks was to be drawn from CBDs in major urban towns namely; Nairobi, Mombasa, Kisumu, Thika, Nakuru and Eldoret. This was expected to yield a sample of 4,650 enterprises. Prior to the selection of the blocks, a blocking exercise was undertaken by cartographers to delineate these CBDs into small equal-sized blocks from which a uniform sample of 30 enterprises were to be selected systematically.
- iv. The sample allocation in each stratum is as presented in Table 3.1

S/N o	County	Households			EAs			Expected Enterprises with no fixed location (HHs)			Expected Fixed within EAs			Block s	Total EAs	Enterprises in CBD	Total Expected Enterprises
		Rur al	Urba n	Tota l	Rur al	Urba n	Tota l	Rur al	Urba n	Tota l	Rur al	Urba n	Tota l				
37	NANDI	120	80	200	6	4	10	12	8	20	120	80	200	-	10	-	220
38	LAIKIPIA	80	80	160	4	4	8	8	8	16	80	80	160	-	8	-	176
39	NAKURU	180	200	380	9	10	19	18	20	38	180	200	380	20	39	600	1,018
40	NAROK	140	60	200	7	3	10	14	6	20	140	60	200	-	10	-	220
41	KAJIADO	80	120	200	4	6	10	8	12	20	80	120	200	-	10	-	220
42	KERICHO	80	100	180	4	5	9	8	10	18	80	100	180	-	9	-	198
43	BOMET	140	60	200	7	3	10	14	6	20	140	60	200	-	10	-	220
44	KAKAMEGA	260	100	360	13	5	18	26	10	36	260	100	360	-	18	-	396
45	VIHIGA	80	100	180	4	5	9	8	10	18	80	100	180	-	9	-	198
46	BUNGOMA	200	100	300	10	5	15	20	10	30	200	100	300	-	15	-	330
47	BUSIA	120	60	180	6	3	9	12	6	18	120	60	180	-	9	-	198
Total		5,040	4,640	9,680	252	232	484	504	464	968	5,040	4,640	9,680	155	639	4,650	15,298

3.6. Development of survey instruments

Development of the survey instruments was a consultative process involving teams from the Kenya National bureau of Statistics (KNBS), the National Industrial Training Authority (NITA), Directorate of Youth Affairs from the Ministry of Public Service, Youth and Gender Affairs (MPYG), the Micro and Small Enterprise Authority (MSEA) and the State Department for Labour (SDL).

3.7. Pilot Survey

A pilot survey was undertaken aimed at testing survey instruments, survey design, methodology, field logistics, use of Computer Aided Interview (CAPI) for data collection and firming-up the budget. The pilot survey covered seven Counties namely Narok, Nairobi, Nakuru, Uasin Gishu, Bungoma, Mombasa and Isiolo. These counties were purposively selected to ensure most of the scenarios expected during the main survey were tested. It targeted informal sector business enterprises which had fixed location and also those that were mobile in nature. In Nairobi and Nakuru, blocks which is the primary sampling units in Central Business Districts were created by Cartographers. For purposes of this survey, informal sector enterprises were determined on criteria of non-registration by Registrar of Companies and production of goods and services meant for the market.

Training of personnel for pilot survey was organized into two parts; Training for Listing and Training for Enumeration. Training for Listing was done in late March 2018 while that for Enumeration was done from in mid-April 2018. Trainees for the pilot comprised of coordinators, supervisors, and enumerators. Trainees were taken through an overview and Objectives of Informal Sector skills and occupation Survey, objectives of household and Business listing exercise; and definition of key terms, Households Listing and Structure Numbering, Locating an Enumeration Area and Practical on Filling household Listing and business listing Forms. Trainees were taken through Paper aided Personal Interview (PAPI) before being introduced to Computer Aided Personal interview (CAPI).

Listing of Households and enterprises adopted a dual approach where the target population was divided into two categories, in principle non-overlapping and 'exhaustive': the bulk of smaller units which are best covered through a household listing operation; and units which require special treatment and are appropriately listed using the business enterprise approach.

For the purpose of this survey, three types of situations were identified namely; establishments located within the sample area, in a building or structure other than an occupied residential dwelling where the owner(s) of the establishment may or may not reside within the sample area. This was covered using the enterprise approach. The second

Consisted of one or more informal sector activities carried out within the household premises, owned and operated by persons resident in the household. While the third one comprised of all other informal sector activities of persons residing in the sample area, carried out without a fixed or definite location, irrespective of whether the activity is conducted within or outside the sample area. These were covered using the household approach.

In order to collect required data, the sampled areas were stratified into three strata comprising of Central Business Districts which had 35 blocks, urban areas other than Central Business District; and Rural areas.

The experience and challenges encountered during the Pilot survey such as weak CAPI device networks, interviews taking too much time, and challenges of Coding Occupations, Economic activity and Central Product Classification helped in planning for the main survey.

3.8. Training for Data collection

Training for main data collection was structured to address not only the challenges that were encountered during the pilot period but also to impart trainees with requisite knowledge to be able to collect credible data. Trainees were taken through the overview and objectives of Informal Sector skills and occupation Survey, Introduction to Enumeration Forms, Interviewing skills, the three coding systems (KNOCS, ISIC and CPC) that were to be used during data collection and four enumeration forms. During CAPI training trainees were taken through Introduction to CAPI, household member Listing and business listing Forms, enterprise and employee questionnaires on CAPI, data transmission and system update.

3.9. Data collection

Data collection for the main Survey Field work was done for a period of 40 days between June and August, 2019. The Ministry and KNBS jointly implemented the survey and availed work force for the data collection. The primary data collection teams were composed of Research Assistants and Supervisors. These teams were assisted by coordinators, KNBS County Statistics Officers (CSOs), cluster guides, Chiefs, Assistant Chiefs and village elders.

Data collection was carried out across all the forty-seven (47) counties countrywide. Six questionnaires were administered namely: Household listing form, Business listing form, Household Member listing form, the Household Business listing form, the Enterprise questionnaire and the Employee questionnaire. To provide reliable estimates a sample size of about 15,300 enterprises was desired and implemented.

3.10. Data Processing

The Informal Skills and Occupations Survey 2019 data was collected using tablets/CAPI. The data capture program was developed using Survey CTO. This software was considered mainly due to its simplified user interface. It also has a random audio audit which records surveys as they are being conducted to ensure collection of high-quality data. In addition, Survey CTO allows export of data directly to spreadsheets and other statistical packages. The designed program also incorporated inbuilt data skips and check procedures to minimize data collection errors. The tablets were internet-enabled for real time data transmission to a central server.

Once all the data was transmitted to the server, it was downloaded and merged into two distinct data files; owner/operator data and employee data. In each of the files, data cleaning such as checking for duplicates, missing records and outliers was carried out based on the developed editing specifications.

The final phase of processing was data outputs generation guided by a tabulation plan. This document guided the data processing team to produce outputs which sought to address survey objectives. Both STATA and SPSS software's were used for data analysis

3.11. Data weighting

The sample for the survey were selected using probability sampling methods. The selection of units across the strata were not uniform and further there were enterprises that did not respond. Therefore, weights were necessary and were computed, applied to data and used in analysis to provide estimates representative of the target population.

The weighting involved taking an inverse of multiplication of probabilities of selection of EAs/Blocks from 2009 census and enterprises from the listed units. The weights were further adjusting for non-responses. Weights were computed separately for enterprises with fixed location and those without fixed location. Household weights were used for the enterprises without fixed location.

The results presented in this report, except response rates, are based on the weighted data.

3.12. Response rate

The survey achieved high response rates. Out of the sampled 9,303 enterprises, 7,906 were found to be eligible based on definition of informality. A total of 7,620 enterprises with fixed location were interviewed translating to 96 per cent response rate. The response was higher for enterprises within EAs (99.1 per cent) compared to those from blocks (91.8 per cent). Table 3.2 below shows the survey response rates.

Table 3.2: Response Rates for Enterprises with fixed location

	Number of Enterprises in:		Total
	EAs	Blocks	
Sampled Enterprises	5,704	3,499	9,203
Eligible Enterprises	4,886	3,020	7,906
Enterprises Interviewed	4,846	2,774	7,620
Enterprises Response Rate (per cent)	99.18	91.85	96.38

3.13. Challenges during implementation of the Survey

- Some sampled clusters in the urban area were demolished by the County administrators while the survey was on-going forcing the technical team to devise mitigation for the same.
- Some sampled clusters especially in the rural areas in the ASAL Counties had households that were far apart so it involved a lot of travel and consumed both time and fuel to reach. This also meant that survey personnel needed more days than planned for.
- A few teams had difficulties in identifying the correct EAs and this took time revisiting and working on the correct ones.
- Insecurity was another challenge especially in the Counties in the North Eastern part which were experiencing acts of terrorism.
- Some of the CAPI tablets drained power, could not pick the GPS or crashed during the interviews.
- Some respondents were not comfortable with the question on total turnover hence hesitant to divulge the same.
- The survey targeted informal businesses and due to the dynamic nature of these businesses, some after listing were found to have closed down.
- Most businesses without fixed location were difficult to track since very few were found through the household approach.
- Some business operators refused to respond to the survey for fear of being forced to contribute to some statutory deductions.
- The initial design of blocking major Enumeration Areas within CBDs could not be achieved in Mombasa since all EAs in Mombasa County were found to be residential.

- Most businesses that were found and listed within EAs were mainly those of retail traders and therefore stratification of the sample by different ISIC groups was difficult to achieve.
- There were delays between listing and actual data collection and during this period some had relocated while some changed the type of businesses they operate.
- The mixed methodology employed in ISSOS is still a new concept to how business surveys are conducted in Kenya and therefore it's a work in progress.
- There were instances where the enumerators listed formal businesses as informal and when data collection commenced, the operators of these businesses could not be interviewed since the businesses did not form part of the target population.
- The listed businesses from EAs were fewer than the sample size requirements and therefore it was agreed all be interviewed.

CHAPTER 4

INFORMAL SECTOR ENTERPRISES BUSINESS PROFILE

4.1. Introduction

This section presents the profile of informal sector enterprises that include magnitude of the informal sector enterprises, employment size, and their source of start-up and amount capital, operating hours of the enterprises, informal Sector Earnings, enterprises Internet use, enterprises training requirements and skill gaps, employee skills development and difficulties enterprises face towards growth and development.

4.2. Magnitude and Distribution of Informal Sector Enterprises

As presented in Table 4.1, the survey established that there were about 5.0 million enterprises in the informal sector out of which those in the urban areas accounted for 64.9 per cent of total businesses. The predominant industry within the sector was wholesale and retail trade; repair of motor vehicles and motorcycles which accounted for more than half (62.2 per cent) of the total businesses. The manufacturing industry had the second highest concentration of informal businesses followed by accommodation and food service activities, accounting for 12.5 per cent and 9.7 per cent, respectively. The wholesale and retail trade; repair of motor vehicles and motorcycles was the dominant industry in both the rural and urban areas, accounting for 59.0 per cent and 63.9 per cent, respectively.

Table 4.1: Distribution of Informal Sector Enterprises by Industrial Activity and Residence

Activity				Analysis Across Categories			Analysis Within Categories		
	Rural	Urban	Total	Rural	Urban	Total	Rural	Urban	Total
	No.	No.	No.	%	%	%	%	%	%
B = Mining and quarrying.....	2,245	-	2,245	0.1	-	-	100.0	-	100
C = Manufacturing.....	265,660	359,472	625,132	15.2	11.1	12.5	42.5	57.5	100
E = Water supply; sewerage, waste management and remediation activities	1,844	1,094	2,938	0.1	-	0.1	62.8	37.2	100
F = Construction.....	12,106	12,348	24,454	0.7	0.4	0.5	49.5	50.5	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	1,033,588	2,072,727	3,106,314	59.0	63.9	62.2	33.3	66.7	100
H = Transportation and storage.....	58,727	49,610	108,336	3.4	1.5	2.2	54.2	45.8	100
I = Accommodation and food service activities.....	161,976	271,113	433,089	9.2	8.4	8.7	37.4	62.6	100
J = Information and communication.....	3,130	15,723	18,853	0.2	0.5	0.4	16.6	83.4	100
K = Financial and insurance activities.....	19,792	72,049	91,841	1.1	2.2	1.8	21.6	78.4	100
M = Professional, scientific and technical activities.....	3,251	7,114	10,365	0.2	0.2	0.2	31.4	68.6	100
N = Administrative and support service activities.....	11,111	27,617	38,728	0.6	0.9	0.8	28.7	71.3	100
R = Arts, entertainment and recreation.....	24,630	24,481	49,111	1.4	0.8	1.0	50.2	49.8	100
S = Other service activities.....	153,107	330,273	483,381	8.7	10.2	9.7	31.7	68.3	100
Total	1,751,167	3,243,621	4,994,788	100.0	100.0	100.0	35.1	64.9	100

4.3. Persons Engaged

The persons engaged include the paid employees and working proprietors as well as other persons working for the enterprise. 'Currently' engaged persons is a measure of short-term employment relationship, usually taken as less than one (1) week or less, while 'usually' engaged persons is a measure of a long-term employment relationship. Table 4.2a shows the distribution of persons engaged by economic activity. The survey revealed that the informal sector about 11.9 million persons who were 'usually' engaged compared to approximately 11.7 million persons who were 'currently' engaged during the review period.

Table 4.2a: Distribution of persons engaged by economic activity

Section	Persons Engaged	
	'Usually Engaged'	'Currently engaged'
B = Mining and quarrying.....	5,572	5,572
C = Manufacturing.....	1,496,247	1,465,115
E = Water supply; sewerage, waste management and remediation activities.	5,629	4,518
F = Construction.....	47,401	45,925
G = Wholesale and retail trade; repair of motor vehicles and motorcycles.....	7,037,314	6,977,847
H = Transportation and storage.....	123,239	122,378
I = Accommodation and food service activities.....	1,453,807	1,428,214
J = Information and communication.....	49,163	48,976
K = Financial and insurance activities.....	200,781	196,632
M = Professional, scientific and technical activities.....	22,250	22,250
N = Administrative and support service activities.....	76,411	75,295
R = Arts, entertainment and recreation.....	113,087	104,340
S = Other service activities.....	1,237,558	1,221,847
Total	11,868,461	11,718,908

Table 4.2b presents the percentage distribution of persons engaged during the last 6 months prior to the survey by economic activity and occupations. Overall, the highest number of persons engaged was in the wholesale and Retail; repair of motor vehicles and motor cycles activities, which stood at 58.7 per cent during the review period.

Most of the persons engaged were in the Legislators, Administrators and Managers and; Service Workers, Shop and Market Sales Workers occupational categories which accounted for 45.5 per cent and 24.3 per cent, respectively.

Table 4.2b: Distribution of persons engaged in the last 6 months by economic activity and occupation

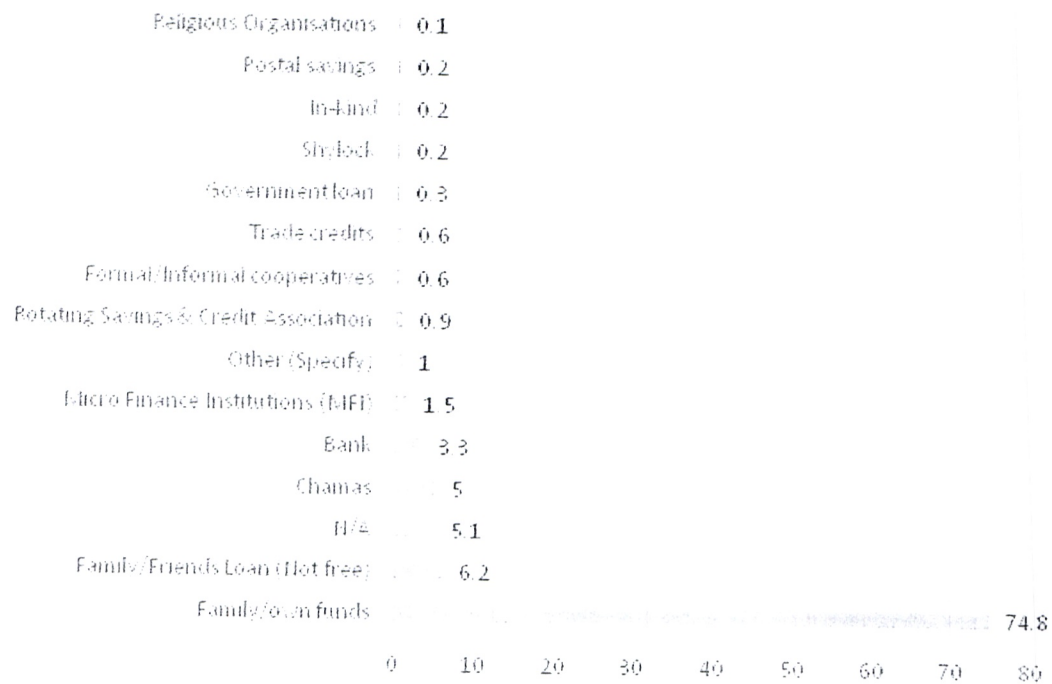
Industry	Across Categories			Within Categories		
	Rural	Urban	Total	Rural	Urban	Total
B = Mining and quarrying.....	0.3	-	0.1	100.0	-	100
C = Manufacturing.....	12.3	11.2	11.5	27.3	72.7	100
E = Water supply; sewerage, waste management and remediation activities	0.1	0.0	0.1	39.9	60.1	100
F = Construction.....	0.6	0.2	0.3	46.0	54.0	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	56.3	59.5	58.7	24.4	75.6	100
H = Transportation and storage.....	2.0	0.6	0.9	54.9	45.1	100
I = Accommodation and food service activities.....	13.5	12.5	12.7	27.0	73.0	100
J = Information and communication.....	0.2	0.3	0.2	23.2	76.8	100
K = Financial and insurance activities.....	1.4	1.8	1.7	21.9	78.1	100
M = Professional, scientific and technical activities.....	0.4	0.2	0.3	34.9	65.1	100
N = Administrative and support service activities.....	1.0	0.7	0.7	33.5	66.5	100
R = Arts, entertainment and recreation.....	1.8	0.7	1.0	48.6	51.4	100
S = Other service activities.....	10.2	12.4	11.8	21.9	78.1	100
Total	100	100	100	25.5	74.5	100
Occupation						
1= Legislators, Administrators and Managers	47.2	44.9	45.5	26.4	73.6	100
3= Technicians and Associate Professionals.....	4.2	8.7	7.6	14.1	85.9	100
4= Secretarial, Clerical Services and Related Workers..	2.4	1.8	2.0	31.1	68.9	100
5= Service Workers, Shop and Market Sales Workers...	22.7	24.9	24.3	23.7	76.3	100
6= Skilled Farm Fishery Wildlife and Related Workers.	1.6	0.9	1.1	38.5	61.5	100
7= Craft and Related Trades Workers.....	11.8	11.9	11.9	25.3	74.7	100
8= Plant and Machine Operators and Assemblers.....	5.1	1.4	2.4	54.7	45.3	100
9= Elementary Occupations.....	4.9	5.3	5.2	24.0	76.0	100
Total	100	100	100	25.5	74.5	100

4.4 Start-up Capital

4.4.1. Source of Startup Capital

Overall, 74.8 per cent of informal sector enterprises reported Family/Own funds as the main source of start-up capital while paltry 6.2 per cent of business owners reported the main source as loans from Family/Friends Loan (Not free) as shown in figure 4.1. According to the survey results, banks finance as a source accounted for only 3.3 per cent to the informal sector enterprises.

Figure 4.1: Percentage Distribution of Informal Sector Enterprises by Source of Startup Capital and Residence



4.4.2. Amount of Startup Capital

Startup capital for businesses by economic activity is presented in Table 4.3. Overall, activities of Transport and Storage; and Administrative and support service activities had the highest Startup capital of KSh 80,000 while the lowest startup capital requirement of KSh 3,000 was recorded in the construction industry. Overall, during the review period, Informal sector enterprises within rural residence had a low startup capital requirement at KSh 10,000 compared to enterprises within urban residence at KSh 20,000.

Table 4.3: Distribution of Median Startup Capital by Industry and Residence

Industry	Residence		
	Rural	Urban	Total
B = Mining and quarrying.....	5,000	-	5,000
C = Manufacturing.....	15,000	20,000	20,000
E = Water supply; sewerage, waste management and remediation activities....	20,000	20,000	20,000
F = Construction.....	6,000	2,000	3,000
G = Wholesale and retail trade; repair of motor vehicles and motorcycles.....	11,000	20,000	20,000
H = Transportation and storage.....	75,000	90,000	80,000
I = Accommodation and food service activities.....	3,000	10,000	5,000
J = Information and communication.....	50,000	70,000	70,000
K = Financial and insurance activities.....	50,000	60,000	50,000
M = Professional, scientific and technical activities.....	35,000	30,000	30,000
N = Administrative and support service activities.....	20,000	100,000	80,000
R = Arts, entertainment and recreation.....	40,000	35,000	35,000
S = Other service activities.....	10,000	20,000	16,000
Total	10,000	20,000	20,000

4.5. Operating Hours of Informal Sector Enterprise

The ISSOS measured two concepts of operating hours for the enterprises, namely “hours usually operated” and “hours actually operated” during the last 7 days preceding the survey date. This section presents an analysis of the actual hours enterprises operated.

Table 4.4 presents a distribution of actual hours operated by enterprises. All Informal Sector Enterprises within urban and rural residences had high mean weekly working hours of 60 hours. Overall, enterprises within Water supply; sewerage, waste management and remediation activities, Accommodation and food service activities and, Information and communication had the highest average working time of 70 hours and more.

Table 4.4: Distribution of enterprise median weekly hours of work by economic activity

Industry	Residence		
	Rural	Urban	Total
B = Mining and quarrying.....	49	-	49
C = Manufacturing.....	48	56	54
E = Water supply; sewerage, waste management and remediation activities	72	70	72
F = Construction.....	56	40	50
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	60	63	60
H = Transportation and storage.....	60	60	60
I = Accommodation and food service activities.....	72	70	70
J = Information and communication.....	66	70	70
K = Financial and insurance activities.....	72	60	60
M = Professional, scientific and technical activities.....	42	50	42
N = Administrative and support service activities.....	54	56	54
R = Arts, entertainment and recreation.....	48	60	56
S = Other service activities.....	56	65	60
Total	60	60	60

4.6. Informal Sector Earnings

Table 4.5 presents gross monthly earnings of informal sector enterprises by economic activity and residence. Respondents were asked to provide an estimate of the enterprise's gross monthly income. The survey results showed that informal sector enterprises located in the urban areas had higher average monthly income of KSh 25,000 compared to those in rural areas which had an average monthly income of KSh 15,000. Further analysis indicated that, in the urban areas, informal sector enterprises within water supplies waste management and remedial activities had the highest gross monthly income of KSh 50,000. Similarly, in rural areas, administrative and support service activities recorded the highest gross monthly income of KSh 30,000.

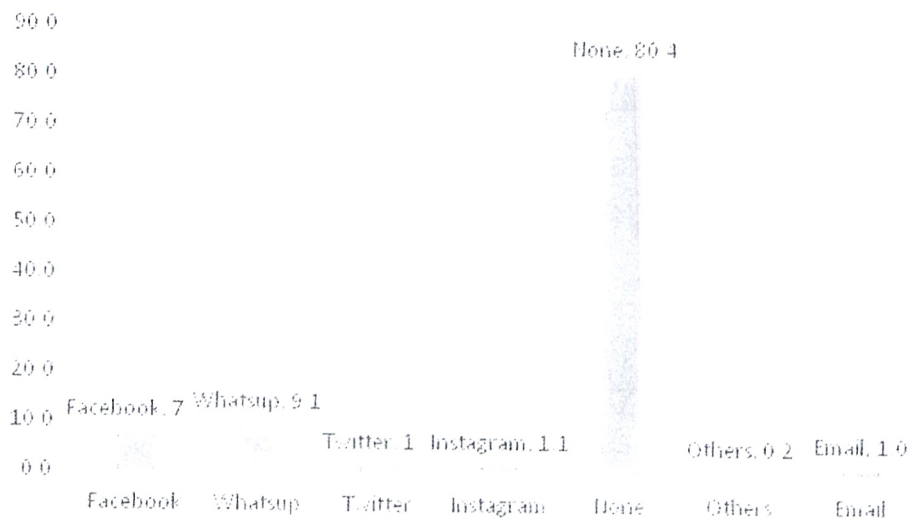
Table 4.5: Distribution of Informal Sector Enterprises by Median Gross Monthly Earnings

Section	Residence		
	Rural	Urban	Total
B = Mining and quarrying.....	18,000	-	18,000
C = Manufacturing.....	10,000	25,000	15,000
E = Water supply; sewerage, waste management and remediation activities	4,800	50,000	4,800
F = Construction.....	14,000	30,000	22,400
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	15,000	30,000	24,000
H = Transportation and storage.....	15,000	18,000	15,000
I = Accommodation and food service activities.....	15,000	30,000	25,000
J = Information and communication.....	7,000	15,000	15,000
K = Financial and insurance activities.....	18,000	28,000	22,000
M = Professional, scientific and technical activities.....	20,000	12,500	15,000
N = Administrative and support service activities.....	30,000	20,000	25,000
R = Arts, entertainment and recreation.....	9,000	25,000	12,000
S = Other service activities.....	10,000	18,000	15,000
Total	15,000	25,000	20,000

4.7. Enterprises Internet Use

The survey sought to determine the extent to which enterprises in the informal sector use internet enabled platforms to enhance/promote their businesses. As shown in the Figure 4.2, about 80.4 per cent of the informal enterprises were not using any of the available platforms. Only 9.1 per cent indicated that they were using WhatsApp while slightly more than 7.0 per cent indicated that they were using Facebook. Those using Twitter, Instagram and Email were approximately 1.0 per cent each.

Figure 4.2: Distribution of Enterprises by use of Internet



4.8. Enterprises Training Requirements and Skill gap

4.8.1. Skill Gap

Knowledge about skills needs in the labour market is an essential tool to prevent future mismatch between labour supply and demand. This information is mainly useful to decision makers in human resource. During the review period, at enterprise level, respondents were asked to indicate skills that they were lacking. Table 4.6a presents percentage distribution of skills required by Reason for not having workers with the desired skills. Financial Skills, Record –Keeping Skills and marketing Skills were reported as the leading skills lacked by enterprises at 27.1, 20.5 and 16.6 per cent, respectively. Major reasons for not having workers with the required skills were indicated as high cost for labour at 49.2 per cent, followed by unavailability of required skills at 35.3 per cent. Further, Major technical skills lacked by enterprises were Craft/vocational trades at 53.6 per cent followed by Personal Services at 30.1 per cent.

Table 4.6a: Distribution of skills required by Reason for not having workers with the desired skills

Skills Needed	Reason for not having workers with the desired skills									
	Across Categories					Within Categories				
	Difficult to get persons with desired skills	The cost of labour is high	Skill not available	Other Specify	Total	Difficult to get persons with desired skills	The cost of labour is high	Skill not available	Other Specify	Total
Managerial Skills.....	20.2	16.7	13.4	3.3	15.9	51.6	29.8	0.2	18.3	100
Record -keeping.....	18.2	19.1	23.2	28.9	20.5	45.7	40.0	1.6	12.7	100
Financial skills.....	22.1	27.7	28.6	19.6	27.1	50.2	37.3	0.8	11.7	100
Technical skills.....	7.6	6.4	4.3	17.2	6.0	52.6	25.8	3.3	18.4	100
Information and Communication Technology	4.0	4.8	3.9	12.1	4.5	53.4	30.7	3.1	12.8	100
Marketing skills.....	18.0	17.4	15.2	10.2	16.6	51.4	32.3	0.7	15.6	100
Customer care.....	5.9	5.4	6.7	6.6	5.9	44.7	39.8	1.3	14.3	100
Life skills.....	0.9	1.1	2.1	0.1	1.4	37.4	53.1	0.1	9.4	100
Communication skill.....	3.0	1.4	2.5	1.9	2.1	34.4	43.4	1.0	21.2	100
Total	100	100	100	100	100	49.2	35.3	1.1	14.4	100
Technical Skills currently lacking-ISCED										
Architecture and Building.....	-	2.8	3.0	11.4	2.7	55.9	29.0	15.1	-	100
Arts.....	-	1.2	0.9	-	0.9	73.9	26.1	-	-	100
Business and Administration.....	1.2	3.7	1.5	-	2.5	76.7	14.8	-	8.5	100
Computing.....	-	1.7	3.0	1.5	1.8	52.1	44.9	2.9	-	100
Craft/Vocational Trades.....	56.7	53.2	56.3	21.9	53.6	52.1	27.3	1.4	19.2	100
Engineering and Engineering Trades	3.1	0.1	1.5	-	1.0	4.6	38.8	-	56.7	100
Journalism and Information....	-	-	-	2.6	0.1	-	-	100.0	-	100
Manufacturing and Processing.	7.7	9.1	1.7	-	6.6	72.2	6.8	-	21.0	100
Personal Services.....	31.3	27.5	30.2	62.6	30.1	47.8	26.0	7.3	18.9	100
Veterinary.....	-	0.6	1.9	-	0.8	37.7	62.3	-	-	100
Total	100	100	100	100	100	52.4	25.9	3.5	18.1	100

Table 4.6b presents percentage distribution of skills required by Economic Activity. Overall, most industries (24.2 per cent) required financial skills. Other skills required by persons engaged in informal enterprises were marketing (14.8 per cent) and managerial (14.2 per cent) skills. Further, persons within Wholesale and retail trade; repair of motor vehicles and motorcycles mainly lacked financial skill and Record-keeping skills.

Table 4.6c presents distribution of Technical skills required by Economic Activity. The activities that required most technical skills were manufacturing (34.0 per cent) and other service activities (31.9 per cent). Most activities (86.3 per cent) within the manufacturing sector lacked craft/vocational trades while 66.7 per cent of the activities within 'Other service activities' lacked personal services skills.

Table 4.6b: Distribution of skills required by Economic Activity

Industry	Manage rial Skills	Record - keeping	Financial skills	Techni cal skills	Information and Communication Technology	Marketi ng skills	Custo mer care	Life skills	Commu nication skill	None	Other (Specify)	Total
B = Mining and quarrying.....	-	0.1	0.2	-	-	-	-	-	-	-	-	0.1
C = Manufacturing.....	9.2	6.8	10.3	34.5	7.8	12.6	3.6	3.0	9.1	8.6	33.5	10.4
E = Water supply; sewerage, waste management and remediation activities	-	-	-	-	-	0.1	-	-	-	-	-	-
F = Construction.....	-	-	-	-	-	-	-	-	-	-	-	-
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	70.5	75.3	67.7	22.6	61.8	61.9	61.7	60.0	68.6	66.2	30.1	65.4
H = Transportation and storage.....	0.4	0.9	0.6	1.0	-	0.3	-	-	-	-	-	0.5
I = Accommodation and food service activities	8.7	8.6	9.2	9.4	6.9	10.9	16.6	22.7	11.5	9.6	14.3	9.8
J = Information and communication.....	0.7	-	0.1	1.0	0.6	0.1	-	-	-	0.3	-	0.3
K = Financial and insurance activities.....	1.3	0.5	2.3	1.1	4.2	0.7	2.7	1.1	2.6	2.4	-	1.6
M = Professional, scientific and technical activities	0.1	-	0.3	0.1	0.1	0.4	-	-	0.1	0.3	-	0.2
N = Administrative and support service activities	-	0.1	0.4	-	2.5	0.3	0.3	-	-	0.4	-	0.3
R = Arts, entertainment and recreation.....	0.6	0.6	0.8	0.2	5.6	1.4	0.3	-	1.6	1.0	-	1.0
S = Other service activities.....	8.4	7.1	8.2	30.1	10.5	11.4	14.8	13.3	6.4	11.2	22.0	10.5
Total	100	100	100	100	100	100	100	100	100	100	100	100
B = Mining and quarrying.....	-	33.3	66.7	-	-	-	-	-	-	-	-	100
C = Manufacturing.....	12.6	12.0	24.0	17.6	3.0	17.9	1.8	0.4	1.6	8.8	0.3	100
E = Water supply; sewerage, waste management and remediation activities	-	-	10.8	-	-	89.2	-	-	-	-	-	100
F = Construction.....	-	-	-	-	100.0	-	-	-	-	-	-	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	15.3	21.1	25.1	1.8	3.8	14.0	5.0	1.1	1.9	10.8	-	100
H = Transportation and storage.....	11.4	36.3	29.6	12.3	-	10.4	-	-	-	-	-	100
I = Accommodation and food service activities	12.6	16.0	22.6	5.1	2.8	16.5	9.0	2.9	2.2	10.4	0.1	100
J = Information and communication.....	40.4	2.8	8.2	22.0	9.7	3.4	-	-	-	13.5	-	100
K = Financial and insurance activities.....	11.3	5.1	34.5	3.5	10.3	6.8	8.9	0.8	3.0	15.8	-	100
M = Professional, scientific and technical activities	10.8	0.4	36.2	2.0	2.7	28.5	1.2	-	1.4	16.9	-	100
N = Administrative and support service activities	0.8	8.5	27.6	-	32.2	12.0	4.5	-	-	14.4	-	100
R = Arts, entertainment and recreation.....	8.8	11.5	20.2	1.1	22.4	21.1	1.4	-	2.9	10.6	-	100
S = Other service activities.....	11.3	12.3	19.0	15.2	4.0	16.2	7.5	1.6	1.1	11.5	0.2	100
Total	14.2	18.3	24.2	5.3	4.0	14.8	5.3	1.2	1.8	10.7	0.1	100

Table 4.6c: Distribution of Technical skills required by Economic Activity

Industry	Technical Skills currently lacking-ISCED										
	Architecture and Buildin	Arts	Business and Administration	Computing	Craft / Vocational Trades	Engineering and Engine	Journalism and Information	Manufacturing and Proces	Personal Services	Veterinary	Total
C = Manufacturing.....	49.8	78.4	18.6	33.7	54.7	56.7	100.0	7.1	1.5	-	34.0
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	50.2	21.6	60.9	48.1	21.6	39.4	-	30.1	6.7	100.0	20.7
H = Transportation and storage.....	-	-	-	-	2.1	-	-	-	-	-	1.1
I = Accommodation and food service activities.....	-	-	20.5	-	-	-	-	62.8	17.0	-	9.8
J = Information and communication.....	-	-	-	13.6	1.7	-	-	-	-	-	1.1
K = Financial and insurance activities.....	-	-	-	-	0.2	-	-	-	3.5	-	1.1
M = Professional, scientific and technical activities	-	-	-	3.0	-	-	-	-	-	-	0.1
R = Arts, entertainment and recreation.....	-	-	-	-	-	-	-	-	0.8	-	0.2
S = Other service activities.....	-	-	-	1.5	19.7	3.9	-	-	70.5	-	31.9
Total	100	100	100	100	100	100	100	100	100	100	100
C = Manufacturing.....	3.9	2.0	1.4	1.7	86.3	1.7	0.3	1.4	1.4	-	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	6.5	0.9	7.5	4.1	55.9	1.9	-	9.6	9.8	3.8	100
H = Transportation and storage.....	-	-	-	-	100.0	-	-	-	-	-	100
I = Accommodation and food service activities.....	-	-	5.3	-	-	-	-	42.4	52.2	-	100
J = Information and communication.....	-	-	-	21.1	78.9	-	-	-	-	-	100
K = Financial and insurance activities.....	-	-	-	-	8.9	-	-	-	91.1	-	100
M = Professional, scientific and technical activities..	-	-	-	100.0	-	-	-	-	-	-	100
R = Arts, entertainment and recreation.....	-	-	-	-	-	-	-	-	100.0	-	100
S = Other service activities.....	-	-	-	0.1	33.1	0.1	-	-	66.7	-	100
Total	2.7	0.9	2.5	1.8	53.6	1.0	0.1	6.6	30.1	0.8	100

4.8.2. Job vacancies

Job vacancies is an indicator of labour demand that can be used to assess labour market conditions and as an input into forecasts of employment growth. During the review period, enterprises were requested to provide the number of vacancies by Occupation.

Table 4.6d presents distribution of number of vacancies by occupation and economic activity. Total number of vacancies were estimated to be 626,299, with enterprises within urban reporting more vacancies (504,068) than enterprises within rural areas. Enterprises with highest number of vacancies (283,355 and 149,421) were wholesale and retail trade; repair of motor vehicles and motorcycles activities and manufacturing, respectively.

Further analysis of occupations shows that the highest number of vacancies were Service Workers, Shop and Market Sales Workers, Craft and Related Trades Workers, Technicians and Associate Professionals (166,510).

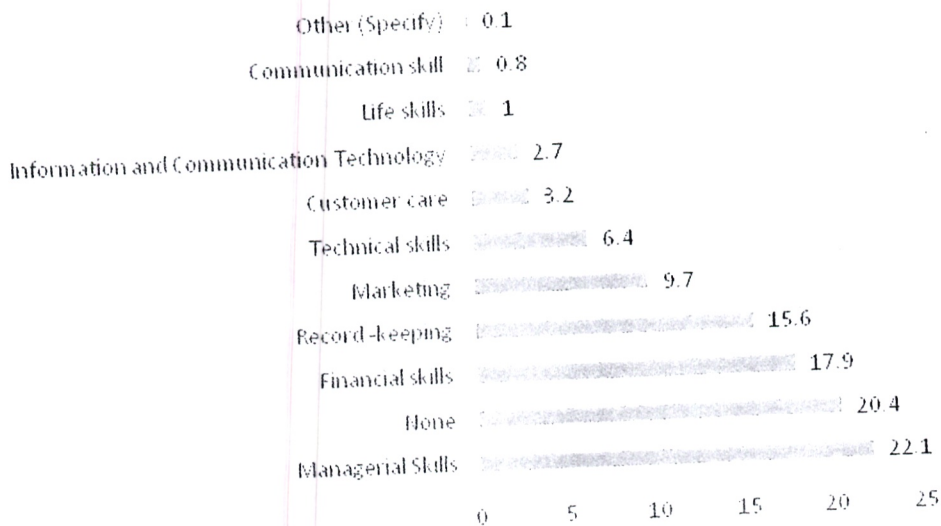
Table 4.6d: Distribution of number of vacancies by occupation and economic activity

Industry	Rural	Urban	Total
C = Manufacturing.....	25,714	123,707	149,421
F = Construction.....	22,802	13,216	36,018
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	45,410	237,945	283,355
H = Transportation and storage.....	-	16,097	16,097
I = Accommodation and food service activities.....	8,616	48,844	57,460
J = Information and communication.....	-	6,436	6,436
K = Financial and insurance activities.....	-	6,916	6,916
M = Professional, scientific and technical activities.....	-	2,571	2,571
N = Administrative and support service activities.....	-	2,856	2,856
R = Arts, entertainment and recreation.....	-	3,615	3,615
S = Other service activities.....	19,690	41,864	61,554
Total	122,232	504,068	626,299
Occupation			
1= Legislators, Administrators and Managers	8,988	74,510	83,498
3= Technicians and Associate Professionals.....	7,266	95,077	102,343
4= Secretarial, Clerical Services and Related Workers.....	1,326	23,205	24,531
5= Service Workers, Shop and Market Sales Workers.....	38,205	128,305	166,510
6= Skilled Farm Fishery Wildlife and Related Workers...	2,810	2,623	5,433
7= Craft and Related Trades Workers.....	49,171	94,100	143,271
8= Plant and Machine Operators and Assemblers.....	2,833	8,977	11,810
9= Elementary Occupations.....	11,633	75,609	87,241
Total	122,232	502,405	624,637

4.8.3. Training Requirements

The survey sought to determine the training requirements in the informal sector to improve enterprises productivity. Respondents were asked to rank in order of importance and as shown in Figure 4.3, managerial skills were ranked first while financial management ranked third. Interestingly, 20.4 per cent of the enterprises indicated they did not require training to improve their productivity.

Figure 4.3: Informal Sector Training Requirements

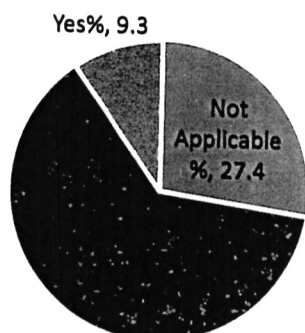


4.9. Employee Skill Development

4.9.1. Training of employees

Information on how enterprises usually trained their employees in the informal sector was also obtained. As shown in Figure 5, majority of the informal sector enterprises (63.4 per cent) do not train their employees. Only 9.3 per cent of the enterprises reported to train employees.

Figure 4.4: Distribution of Enterprises by Employee Training



4.9.2. Preferred Mode of Training

Table 4.7 presents the distribution of enterprises by preferred mode of training for employees and occupations. The survey revealed that majority of the informal sector enterprises (64.3 per cent) preferred formal training institutions. On-the job training (51.8 per cent) was mostly used to train Skilled Farm Fishery, Wildlife and Related Workers while the rest mostly preferred training their employees in the formal training institutions.

Table 4.7: Distribution of Enterprises by Employee mode of training and occupations

Major Group	On-Job Training	Formal Training Institution	Formal Apprenticeship	Traditional/Informal Apprenticeship	Self-taught	Others (Specify)	In-Formal Training Provider	Total
1= Legislators, Administrators and Managers	12.8	70.9	0.9	2.8	1.2	1.4	10.1	41.5
2= Professionals.....	-	100.0	-	-	-	-	-	-
3= Technicians and Associate Professionals.....	9.5	75.9	0.2	0.7	2.4	-	11.2	8.2
4= Secretarial, Clerical Services and Related Workers..	8.2	79.8	-	4.0	0.2	-	7.7	3.0
5= Service Workers, Shop and Market Sales Workers..	18.0	51.3	6.6	6.3	5.5	2.4	9.9	17.8
6= Skilled Farm Fishery Wildlife and Related Workers	51.8	48.2	-	-	-	-	-	0.2
7= Craft and Related Trades Workers.....	22.4	49.3	0.6	9.0	5.2	-	13.5	22.1
8= Plant and Machine Operators and Assemblers.....	7.3	89.5	-	-	-	-	3.1	3.1
9= Elementary Occupations.....	5.2	81.9	-	0.1	3.3	-	9.6	4.1
Total	15.0	64.3	1.7	4.4	3.0	1.0	10.6	100.0

4.10. Soft Skills Owner/Operator of Enterprises

The study also collected information on how often business owners in the sector accommodated the concerns of their employees as well as those of their customers by economic sector. The percentage distribution of employees by perception on soft skills of business owners(s)/operator(s) and economic activity is presented in Table 4.8. The survey results indicated that 12.0 per cent of those in the Accommodation and food often

accommodate employee/customer concerns with a further 4.9 per cent saying this was not often done while 3.9 said they always did so. In the Manufacturing industry, 7.0 per cent did this often while 5.2 per cent and 1.7 per cent indicated they always did so, and not very often done ,respectively. Other Services sector had 6.4 per cent indicating they often did this while 2.8 per cent stated this was not often the case.

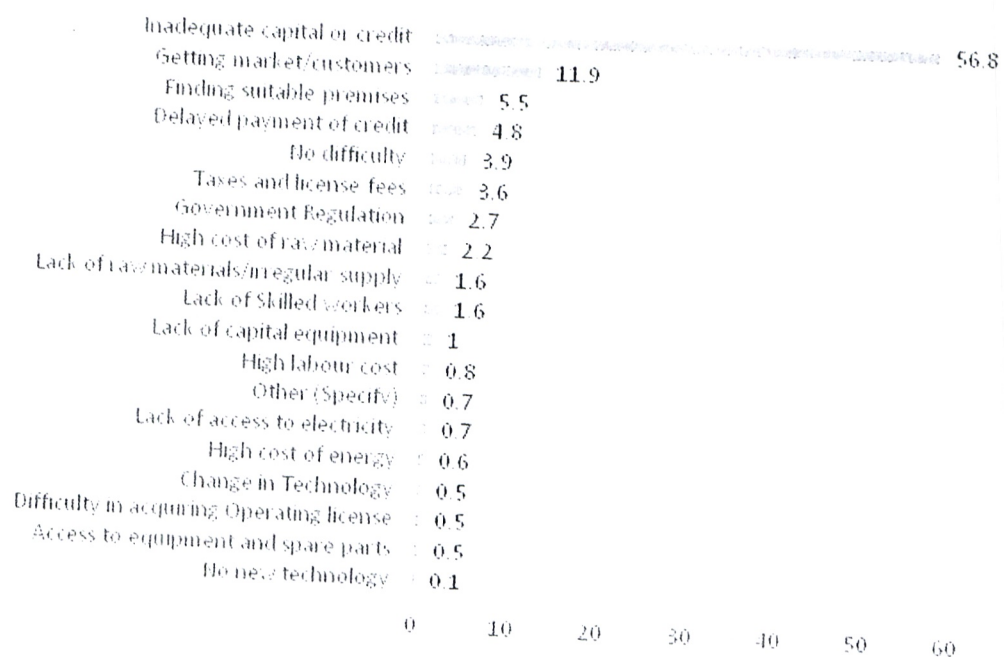
Table 4.8: Percentage distribution of Employees by Perception on Soft skills of business owners(s)_operator(s) and Economic Activity

Industry	Never	Not Often	Often	Always	Total
C = Manufacturing.....	0.5	1.7	7.0	5.2	14.5
E = Water supply; sewerage, waste management and remediation activities	-	-	-	0.1	0.1
F = Construction.....	-	-	-	-	-
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	1.9	9.9	23.1	12.7	47.6
H = Transportation and storage.....	-	-	0.1	-	0.1
I = Accommodation and food service activities.....	0.9	4.9	12.0	3.9	21.7
J = Information and communication.....	-	0.1	0.4	0.4	0.9
K = Financial and insurance activities.....	0.1	0.2	0.2	0.2	0.8
M = Professional, scientific and technical activities.....	-	-	-	-	0.1
N = Administrative and support service activities.....	-	0.3	0.4	0.3	0.9
R = Arts, entertainment and recreation.....	-	0.4	0.7	0.4	1.5
S = Other service activities.....	0.3	2.8	6.4	1.7	11.2
Total	3.8	20.5	50.6	25.2	100.0

4.11. Difficulties Enterprises face towards growth and development

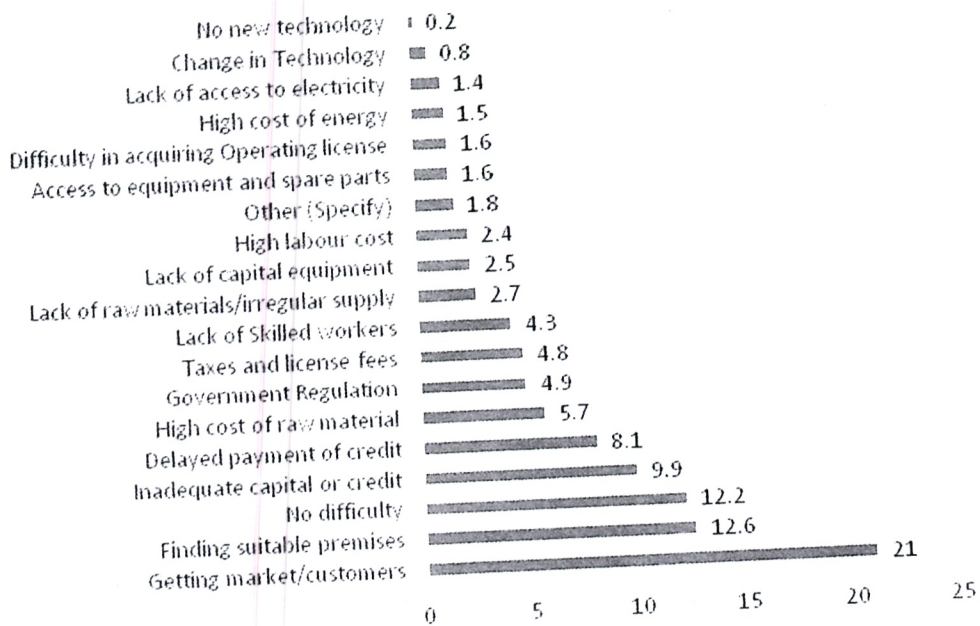
The survey further established the major difficulties which impacted on their growth and expansion that were encountered by enterprises. Respondents were asked to rank difficulties into three categories i.e. first, second and third major. Respondents ranked the first major difficulty to be inadequate capital or credit at 56.8 per cent followed by getting markets/customers for their goods at 11.2 per cent as shown in Figure 4.5a.

Figure 4.5a: Distribution of Enterprises by first major difficulties



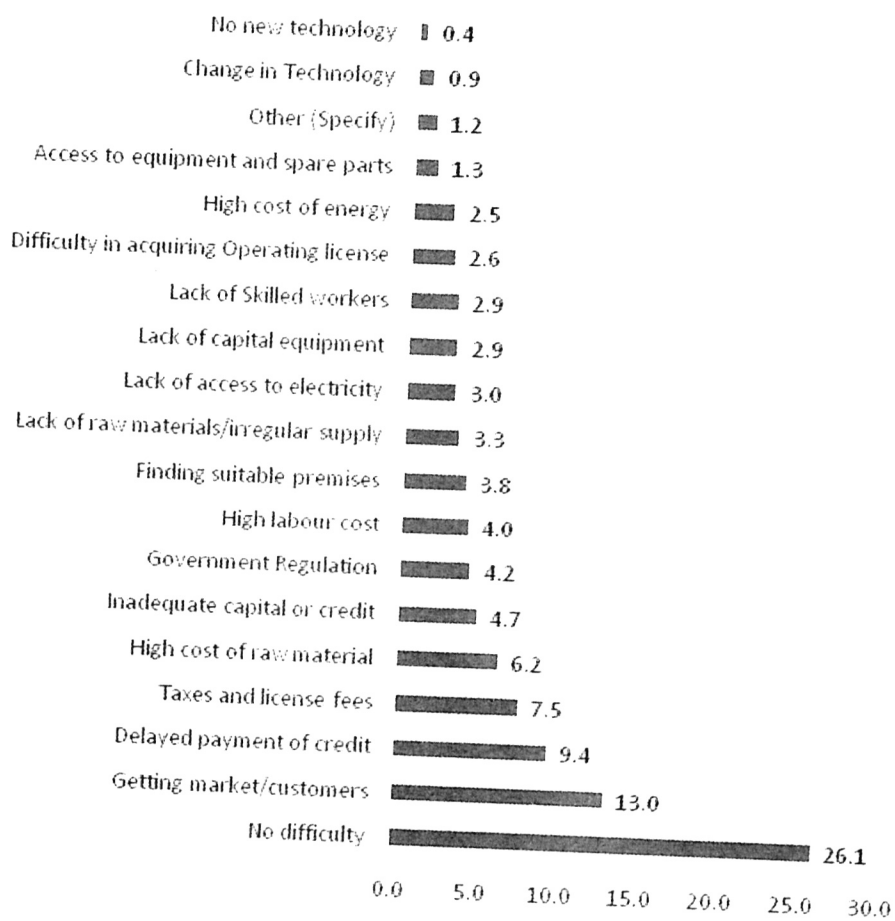
Respondents ranked the second major difficulty as getting market/customers for their goods/services at 21.0 per cent as shown in Figure 4.5b. Among this group, finding suitable premises was a big problem with 12.6 per cent of the enterprises indicating this was the case followed by 'No difficulty' at 12.2 per cent and inadequate capital/credit at 9.9 per cent.

Figure 4.5b: Distribution of Enterprises by second major difficulties



A third category comprising of 26.1 per cent, however, indicated that they were having no major difficulties in their businesses as shown in the Table 4.5c. Getting market/customers was an issue with the group with 13.0 per cent saying it was a problem they faced, while 9.4 per cent cited delayed payment by creditors as an issue they had to deal with.

Figure 4.5c: Distribution of Enterprises by major difficulties



CHAPTER FIVE

INFORMAL SECTOR ENTERPRISES OWNERS/OPERATORS PROFILE

5.1. Introduction

This chapter presents the profiles of informal sector enterprises owners/operators that include their sex age, working Status, occupation, earnings, educational attainment, training and contributions towards social security.

5.2. Working Status and Sex of informal Sector Owners/Operators

The proportion distribution of owners/operators working status by sex is presented in Table 5.1a. Overall, majority of operators (87.2 per cent) were working owners of whom majority (57.3 per cent) were females.

Table 5.1a: Owner/Operators working status by Sex

Working status in the business	Male			Female			Total		
	No.	%	%	No.	%	%	No.	%	%
Working Owner.....	3,204,724	83.2	42.7	4,303,248	90.4	57.3	7,507,972	87.2	100
Non-Working Owner..	491,685	12.8	62.8	291,067	6.1	37.2	782,752	9.1	100
Operator.....	154,616	4.0	48.6	163,695	3.4	51.4	318,311	3.7	100
Total	3,851,025	100	44.7	4,758,010	100	55.3	8,609,035	100	100

Analysis of distribution of informal sector owners/operators by working status and industry is presented in Table 5.1b. Across industries, Wholesale and retail trade; repair of motor vehicles and motorcycles had the highest number of Working owners (64.3 per cent) and Non-working owners and Operators, at 67.0 per cent and 57.5 per cent, respectively.

Table 5.3a: Distribution of business Owners/Operators by age and Occupation

KNOCS Major Group	Under 18		18 - 34		35 and Above		Total	
	No.	%	No.	%	No.	%	No.	%
1= Legislators, Administrators and Managers	227	-	1,502,602	38.0	2,451,959	62.0	3,954,788	100
3= Technicians and Associate Professionals.....	-	-	288,500	38.1	467,864	61.9	756,364	100
4= Secretarial, Clerical Services and Related Workers...	-	-	146,080	56.2	113,691	43.8	259,772	100
5= Service Workers, Shop and Market Sales Workers....	841	0.1	777,926	53.3	679,887	46.6	1,458,653	100
6= Skilled Farm Fishery Wildlife and Related Workers..	-	-	17,097	19.0	72,961	81.0	90,058	100
7= Craft and Related Trades Workers.....	-	-	353,628	32.1	748,329	67.9	1,101,957	100
8= Plant and Machine Operators and Assemblers.....	-	-	121,939	32.8	249,665	67.2	371,603	100
9= Elementary Occupations.....	666	0.1	269,895	43.8	345,278	56.1	615,839	100
Total	1,734	-	3,477,667	40.4	5,129,634	59.6	8,609,035	100

5.5. Occupations and Sex

Table 5.3b shows the distribution of Informal Sector Enterprises Owners/Operators by Major Occupational Group and Sex. Overall, females dominated in Legislators, Administrators and Managers (63.8 per cent), Service Workers, Shop and Market Sales Workers (62.6 per cent), skilled Farm Fishery Wildlife and Related Workers (64.4 per cent) and Elementary occupations (63.5 per cent). Males mainly dominated in the Technicians and associate Professionals, Craft and related trade workers and Plant and Machine operators and assemblers at 65.2, 66.6 and 71.3 per cent, respectively.

Table 5.3b: Distribution of business Owners/Operators by Sex and Occupation

KNOCS Major Group	Male		Female		Total	
	No.	%	No.	%	No.	%
1= Legislators, Administrators and Managers	1,432,411	36.2	2,522,377	63.8	3,954,788	100
3= Technicians and Associate Professionals.....	493,119	65.2	263,246	34.8	756,364	100
4= Secretarial, Clerical Services and Related Workers..	124,349	47.9	135,423	52.1	259,772	100
5= Service Workers, Shop and Market Sales Workers....	545,374	37.4	913,279	62.6	1,458,653	100
6= Skilled Farm Fishery Wildlife and Related Workers..	32,093	35.6	57,965	64.4	90,058	100
7= Craft and Related Trades Workers.....	733,628	66.6	368,329	33.4	1,101,957	100
8= Plant and Machine Operators and Assemblers.....	264,977	71.3	106,627	28.7	371,603	100
9= Elementary Occupations.....	225,075	36.5	390,764	63.5	615,839	100
Total	3,851,025	44.7	4,758,010	55.3	8,609,035	100

5.6. Occupation and Economic Activity

Table 5.4 shows the distribution of Informal Sector Enterprises Owners/Operators by Occupation and Economic Activity. During the review period, 45.9 per cent of informal sectors owners/operators were in group of Legislator, Administrators and Managers followed by Service Workers, Shop and Market Sales Worker at 16.9 per cent and Crafts and related trade workers at 12.8 per cent, respectively.

Table 5.4: Distribution of Informal Sector Enterprises Owners/Operators by Occupation and Economic Activity

Industry	Legislators, Administrators and Managers		Technicians and Associate Professionals		Secretarial, Clerical Services and Related Workers		Service Workers, Shop and Market Sales Workers		Skilled Farm Fishery Wildlife and Related Workers		Craft and Related Trades Workers		Plant and Machine Operators and Assemblers		Elementary Occupations		Total	
B = Mining and quarrying.....	0.1	62.1	-	-	-	-	-	-	-	-	0.3	37.9	-	-	-	-	0.1	100
C = Manufacturing.....	0.7	2.8	5.0	3.9	4.3	1.1	1.2	1.8	38.1	3.5	51.4	58.1	69.6	26.6	3.4	2.2	11.3	100
E = Water supply; sewerage, waste management and remediation activities	-	20.7	-	-	-	-	-	-	-	-	-	-	-	-	0.5	79.3	-	100
F = Construction.....	-	5.3	-	-	0.2	2.5	-	-	-	-	1.7	85.0	-	-	0.3	7.3	0.3	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	86.4	61.8	83.8	11.5	8.3	0.4	42.2	11.1	51.1	0.8	31.3	6.2	5.4	0.4	70.6	7.9	64.3	100
H = Transportation and storage.....	-	0.6	-	-	-	-	-	-	-	-	0.3	3.3	24.0	92.0	0.6	4.1	1.1	100
I = Accommodation and food service activities	11.3	57.7	0.9	0.8	7.8	2.6	11.0	20.8	1.0	0.1	1.6	2.3	-	-	19.6	15.6	9.0	100
J = Information and communication.....	0.1	14.9	2.8	72.7	-	0.2	0.2	9.0	-	-	-	0.2	-	-	0.1	3.0	0.3	100
K = Financial and insurance activities.....	0.1	3.1	0.2	0.8	60.9	93.9	0.2	2.2	0.2	0.1	-	-	-	-	-	-	2.0	100
M = Professional, scientific and technical activities..	-	2.2	1.7	72.6	-	-	0.1	9.5	-	-	0.3	15.7	-	-	-	-	0.2	100
N = Administrative and support service activities....	0.2	15.1	2.3	31.7	3.0	14.0	0.5	12.8	5.6	9.0	0.4	7.5	0.3	1.8	0.7	8.1	0.6	100
R = Arts, entertainment and recreation.....	0.1	7.3	2.7	25.0	14.8	47.6	0.2	4.5	2.2	2.4	0.8	11.1	0.5	2.1	-	-	0.9	100
S = Other service activities.....	0.8	3.6	0.6	0.6	0.6	0.2	44.3	76.6	1.8	0.2	12.0	15.7	0.3	0.1	4.1	3.0	9.8	100
Total	100	45.9	100	8.8	100	3.0	100	16.9	100	1.0	100	12.8	100	4.3	100	7.2	100	100

5.7. Earnings

The analysis of informal sector enterprises owners/operators' earnings by industry is presented in Table 5.5a. The overall gross average monthly earnings were estimated at KSh 19,712. Accommodation and food service activities recorded the highest gross monthly earnings of KSh 22,589. This was followed by Professional, scientific and technical activities, Wholesale and retail trade; repair of motor vehicles and motorcycles and Financial and insurance activities which had gross monthly earnings of KSh 22,367, KSh 21,027 and KSh 19,196, respectively.

Table 5.5a: Informal Sector Enterprises Owners/Operators Earnings by Industry

Industry	Gross Monthly Earnings
B = Mining and quarrying.....	7,842
C = Manufacturing.....	16,479
E = Water supply; sewerage, waste management and remediation activities.....	11,240
F = Construction.....	16,783
G = Wholesale and retail trade; repair of motor vehicles and motorcycles.....	21,027
H = Transportation and storage.....	14,038
I = Accommodation and food service activities.....	22,589
J = Information and communication.....	12,119
K = Financial and insurance activities.....	19,196
M = Professional, scientific and technical activities.....	22,367
N = Administrative and support service activities.....	18,891
R = Arts, entertainment and recreation.....	12,806
S = Other service activities.....	14,147
Total	19,712

As shown in table 5.5b, owners/operators in Technicians and Associate Professionals had the highest gross monthly earning of KSh 27,173. This was followed by Legislators, Administrators and Managers and Secretarial, and Clerical Services and Related Workers who had a gross monthly earning of KSh 21,074 and KSh 19,526, respectively.

Table 5.5b: Informal Sector Enterprises Owners/Operators Earnings by Occupation

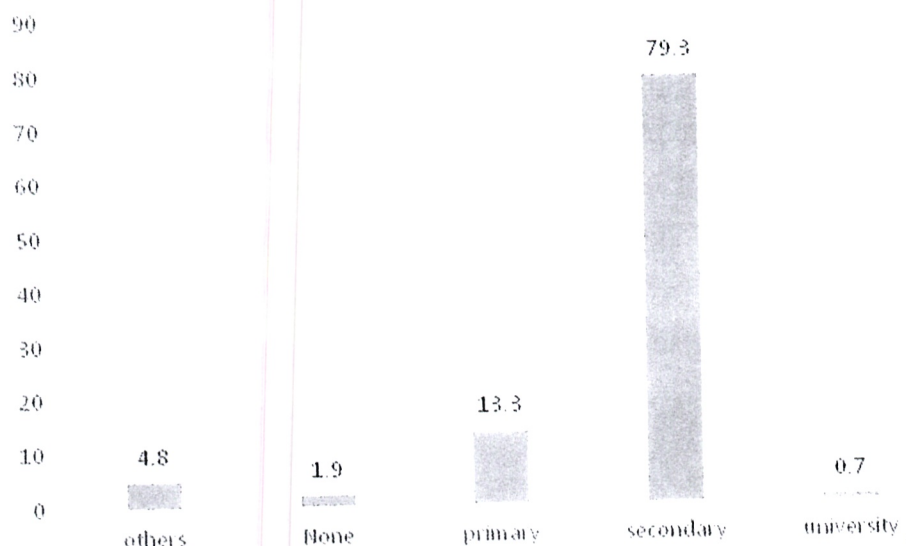
KNOCS Major Group	Gross Monthly Earnings
1= Legislators, Administrators and Managers	21,074
3= Technicians and Associate Professionals.....	27,173
4= Secretarial, Clerical Services and Related Workers.....	19,526
5= Service Workers, Shop and Market Sales Workers.....	18,685
6= Skilled Farm Fishery Wildlife and Related Workers.....	10,888
7= Craft and Related Trades Workers.....	17,592
8= Plant and Machine Operators and Assemblers.....	12,591
9= Elementary Occupations.....	13,749
Total	19,712

5.8. Education and Training Particulars of Informal Sector Owners/Operators

5.8.1. Educational Attainment

The highest education attainment of business owners and operators is presented in Figure 5.1. Approximately, 79.3 per cent of Informal sector operators/owners had attained secondary level education while 13.3 per cent of the business owners/operators had attained primary level education. Those who had attained University level of education were 0.7 per cent.

Figure 5.1: Highest Education Qualification attained by Business Owners/Operators



5.8.2. TVET Training

At the time of the survey, owner/operators were asked to indicate if they had attended any TVET training and this information is presented in Table 5.6. Overall, 22.4 per cent indicated

they had not attended any TVET training. In the professional, scientific and technical activities industry, only 48.6 per cent of the owners/operators had attended TVET Training.

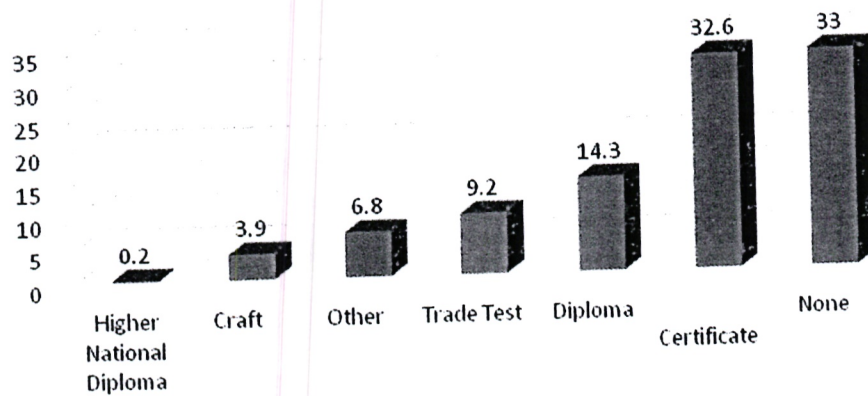
Table 5.6: Informal Sector Owners/Operators by occupation and Attendance of TVET Training

Industry	Attended TVET Training		Never Attended TVET Training		Total	
	No.	%	No.	%	No.	%
B = Mining and quarrying.....	8,076	100.0	-	-	8,076	100
C = Manufacturing.....	598,091	61.4	376,337	38.6	974,429	100
E = Water supply; sewerage, waste management and remediation activities	2,632	70.3	1,112	29.7	3,744	100
F = Construction.....	12,238	55.8	9,711	44.2	21,948	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	4,523,769	81.7	1,011,931	18.3	5,535,700	100
H = Transportation and storage.....	72,156	74.4	24,778	25.6	96,935	100
I = Accommodation and food service activities.....	646,812	83.6	127,209	16.4	774,020	100
J = Information and communication.....	17,761	61.7	11,042	38.3	28,804	100
K = Financial and insurance activities.....	130,041	77.2	38,472	22.8	168,514	100
M = Professional, scientific and technical activities	8,556	48.6	9,054	51.4	17,609	100
N = Administrative and support service activities..	35,841	64.1	20,053	35.9	55,894	100
R = Arts, entertainment and recreation.....	57,479	71.1	23,342	28.9	80,821	100
S = Other service activities.....	566,043	67.2	276,500	32.8	842,543	100
Total	6,679,495	77.6	1,929,541	22.4	8,609,035	100

5.8.3. TVET Training Award

At the time of the survey, owner/operators who had attended TVET training were asked to indicate if they had received any award. Figure 5.2 Shows percentage distribution of the type of award for the owners/operators. While 33.0 per cent reported 'none' to imply that they had attended training but not awarded any certificate, 32.6 per cent reported to have been awarded 'certificate'. Only 0.2 per cent reported to have been awarded a Higher National Diploma.

Figure 5.2: Shows percentage distribution owners/operators by award.



5.8.4. Areas of TVET Training

Table 5.7 shows percentage distribution of owners/operators by working status and skill area. During the review period, most of the working owners were in Craft/Vocational trades (344,985), Business and Administration (153,515) and Personal Services skill (119,258) area categories.

Table 5.7: Distribution owners/operators by Working Status and Skill Area

Skill Area (ISCED Classification)	Working Owner		Non-Working Owner		Operator		Total	
	Count	%	Count	%	Count	%	Count	%
Agriculture, Forestry And Fishery.....	12,444	84.3	2,326	15.7	-	-	14,769	100
Architecture And Building.....	13,746	100.0	-	-	-	-	13,746	100
Arts.....	831	100.0	-	-	-	-	831	100
Business And Administration.....	153,515	88.6	11,978	6.9	7,761	4.5	173,255	100
Computing.....	59,377	91.4	2,748	4.2	2,846	4.4	64,972	100
Craft/Vocational Trades.....	344,985	83.4	40,886	9.9	27,787	6.7	413,658	100
Education.....	59,906	79.6	9,924	13.2	5,473	7.3	75,302	100
Engineering And Engineering Trades.....	71,454	87.3	5,864	7.2	4,527	5.5	81,845	100
Environmental Protection.....	844	41.3	1,197	58.7	-	-	2,041	100
Health.....	37,326	87.3	877	2.1	4,537	10.6	42,740	100
Humanities.....	20,663	82.2	3,361	13.4	1,112	4.4	25,136	100
Journalism And Information.....	3,913	100.0	-	-	-	-	3,913	100
Life Sciences.....	1,246	100.0	-	-	-	-	1,246	100
Manufacturing And Processing.....	12,674	100.0	-	-	-	-	12,674	100
Personal Services.....	119,258	91.3	7,496	5.7	3,908	3.0	130,663	100
Physical Sciences.....	2,205	100.0	-	-	-	-	2,205	100
Security Services.....	2,689	45.6	3,207	54.4	-	-	5,897	100
Social Sciences.....	2,250	57.1	1,688	42.9	-	-	3,938	100
Social Services.....	4,971	100.0	-	-	-	-	4,971	100
Transport Services.....	3,669	100.0	-	-	-	-	3,669	100
Veterinary.....	5,319	100.0	-	-	-	-	5,319	100
Total	933,285	86.2	91,553	8.5	57,951	5.4	1,082,789	100

5.9. Owners/Operators membership to organizations/ associations

Table.5.8 presents the distribution of Owners/Operators membership of owners/operators' organizations/associations by economic activity. Overall, 7.8 per cent of Operators/Owners were affiliated to some association related to their business.

Table.5.8: Distribution of Owners/Operators membership of owners/operators' organizations/associations by economic activity

Industry	Non-Member of any association(s)	Member of any association	Total
B = Mining and quarrying.....	100.0	-	100
C = Manufacturing.....	95.3	8.7	100

E = Water supply; sewerage, waste management and remediation activities	97.5	-	100
F = Construction.....	82.4	-	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	94.7	7.7	100
H = Transportation and storage.....	74.5	7.1	100
I = Accommodation and food service activities.....	93.8	7.2	100
J = Information and communication.....	100.0	36.4	100
K = Financial and insurance activities.....	96.3	5.7	100
M = Professional, scientific and technical activities.....	90.0	14.4	100
N = Administrative and support service activities.....	96.4	3.8	100
R = Arts, entertainment and recreation.....	93.3	3.0	100
S = Other service activities.....	94.2	8.7	100
Total	94.4	7.8	100

5.10. Working Owners/Operators contribution to NSSF

As indicated in Table 5.9, 5.6 per cent of Working Owners/Operators in the informal sector contributes to the National Social Security fund.

Table 5.9: Distribution of Owners/Operators contribution to NSSF by Economic Activity

Industry	Do not Contribute to NSSF	Contribute to NSSF	Total
B = Mining and quarrying.....	100.0	-	100
C = Manufacturing.....	95.3	4.7	100
E = Water supply; sewerage, waste management and remediation activities	97.5	2.5	100
F = Construction.....	82.4	17.6	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	94.7	5.3	100
H = Transportation and storage.....	74.5	25.5	100
I = Accommodation and food service activities.....	93.8	6.2	100
J = Information and communication.....	100.0	-	100
K = Financial and insurance activities.....	96.3	3.7	100
M = Professional, scientific and technical activities..	90.0	10.0	100
N = Administrative and support service activities.....	96.4	3.6	100
R = Arts, entertainment and recreation.....	93.3	6.7	100
S = Other service activities.....	94.2	5.8	100
Total	94.4	5.6	100

5.11. Working Owners/Operators contribution to NHIF

Table 5.10 presents the distribution of Owners/Operators contribution to NHIF by Economic Activity. Overall, 35.6 per cent of those Working Owners/Operators in the informal sector reported to be contributors to the National Health Insurance fund.

Table 5.10: Distribution of Owners/Operators contribution to NHIF by Economic Activity

Industry	Do not Contribute to NHIF	Contribute to NHIF	Total
B = Mining and quarrying.....	100.0	-	100
C = Manufacturing.....	63.4	36.6	100
E = Water supply; sewerage, waste management and remediation activities	79.3	20.7	100
F = Construction.....	76.6	23.4	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	63.2	36.8	100
H = Transportation and storage.....	72.5	27.5	100
I = Accommodation and food service activities.....	68.4	31.6	100
J = Information and communication.....	54.5	45.5	100
K = Financial and insurance activities.....	57.2	42.8	100
M = Professional, scientific and technical activities..	57.4	42.6	100
N = Administrative and support service activities....	70.8	29.2	100
R = Arts, entertainment and recreation.....	80.7	19.3	100
S = Other service activities.....	67.3	32.7	100
Total	64.4	35.6	100

CHAPTER SIX

INFORMAL SECTOR EMPLOYEES

6.1. Introduction

This section presents profile of informal sector enterprises employees that include their sex, age, status in employment, working hours, occupation, earnings, educational attainment, training, skill areas, employee strategic knowledge, working tools and contributions towards social security.

6.2. Number of Employees in the Informal Sector

6.2.1. Number of Employees by Industry

Table 6.1a presents the distribution of informal sector employees by industry and residence. Overall, 82.1 per cent of informal sector employees were in the urban areas. Analysis of distribution of informal sector employees by industry shows activities of Wholesale and retail trade; repair of motor vehicles and motorcycles had the highest number of employees at 47.0 per cent followed by those of accommodation and food service activities and manufacturing at 22.1 per cent and 14.5 per cent, respectively.

Table 6.1a: Distribution of Employees by Economic Activity and Residence

Industry	Rural			Urban			Total		
	No.	%	%	No.	%	%	No.	%	%
C = Manufacturing.....	78,388	20.3	16.5	308,003	79.7	14.1	386,391	100	14.5
E = Water supply; sewerage, waste management and remediation activities	-	-	-	774	100	-	774	100	-
F = Construction.....	2,804	43.5	0.6	3,640	56.5	0.2	6,444	100	0.2
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	196,211	15.7	41.3	1,052,077	84.3	48.2	1,248,288	100	47.0
H = Transportation and storage.....	789	8.2	0.2	8,889	91.8	0.4	9,678	100	0.4
I = Accommodation and food service activities	118,863	20.2	25.0	468,958	79.8	21.5	587,821	100	22.1
J = Information and communication.....	966	7.4	0.2	12,005	92.6	0.5	12,971	100	0.5
K = Financial and insurance activities.....	5,428	18.7	1.1	23,561	81.3	1.1	28,988	100	1.1
M = Professional, scientific and technical activities	-	-	-	4,583	100	0.2	4,583	100	0.2
N = Administrative and support service activities	6,189	35.2	1.3	11,389	64.8	0.5	17,578	100	0.7
R = Arts, entertainment and recreation.....	15,689	58.7	3.3	11,053	41.3	0.5	26,742	100	1.0
S = Other service activities.....	49,796	15.2	10.5	278,172	84.8	12.7	327,969	100	12.3
Total	475,122	17.9	100.0	2,183,105	82.1	100.0	2,658,227	100	100.0

6.2.2. Number of Employees by Occupations

Table 6.1b shows distribution of informal sector employees by occupation at major group level. Analysis of distribution of informal sector employees by occupation shows 'Service Workers, Shop and Market Sales Workers' were the majority in both rural and urban areas at

305,544 and 1, 411,759, respectively. Craft and Related Trades Workers had the second highest overall number of employees at 416,072.

Table 6.1b: Distribution of Employees by Occupation and Residence

KNOCS – Major Group	Rural		Urban		Total	
	No.	%	No.	%	No.	%
1= Legislators, Administrators and Managers	7,816	14.7	45,414	85.3	53,230	100
3= Technicians and Associate Professionals.....	8,925	8.4	96,721	91.6	105,646	100
4= Secretarial, Clerical Services and Related Workers..	16,302	16.3	83,873	83.7	100,174	100
5= Service Workers, Shop and Market Sales Workers..	305,544	17.8	1,411,759	82.2	1,717,303	100
6= Skilled Farm Fishery Wildlife and Related Workers..	2,876	65.7	1,502	34.3	4,378	100
7= Craft and Related Trades Workers.....	77,434	18.6	338,638	81.4	416,072	100
8= Plant and Machine Operators and Assemblers.....	25,952	30.1	60,332	69.9	86,284	100
9= Elementary Occupations.....	30,274	17.3	144,865	82.7	175,139	100
Total	475,122	17.9	2,183,105	82.1	2,658,226	100

Analysis of the distribution of informal sector employees by occupation at major group level and sex is presented in Table 6.1c. Overall, there were more male than female employees in all the occupations except Technicians and Associate Professionals (49.2 per cent), Secretarial, Clerical Services and Related Workers (42.5 per cent) and Service Workers, Shop and Market Sales Workers (42.7 per cent) , during the review period.

Table 6.1c: Distribution of Employees by Occupation and Sex

KNOCS - Minor Group	Male		Female		Total	
	No.	%	No.	%	No.	%
1= Legislators, Administrators and Managers	34,771	65.3	18,460	34.7	53,230	100
3= Technicians and Associate Professionals.....	52,015	49.2	53,631	50.8	105,646	100
4= Secretarial, Clerical Services and Related Workers..	42,774	42.7	57,400	57.3	100,174	100
5= Service Workers, Shop and Market Sales Workers..	729,491	42.5	987,812	57.5	1,717,303	100
6= Skilled Farm Fishery Wildlife and Related Workers...	1,913	43.7	2,466	56.3	4,378	100
7= Craft and Related Trades Workers.....	359,869	86.5	56,202	13.5	416,072	100
8= Plant and Machine Operators and Assemblers.....	79,005	91.6	7,279	8.4	86,284	100
9= Elementary Occupations.....	107,278	61.3	67,861	38.7	175,139	100
Total	1,407,116	52.9	1,251,110	47.1	2,658,226	100

6.2.3. Number of employees by Status in Employment

Status in Employment is indicator that provides information on the distribution of the workforce to determine what proportion of employed persons for wages or salaries; run their own enterprises, with or without hired labour or worked without pay within the family unit. As shown in Table 6.1d, 91.2 per cent of the persons engaged in the informal sector were

paid employees while 7.5 per cent were Contributing family workers. Further, as presented in Table 6.1f, the proportion of males and females in the age bracket of the youth (18-34) who were paid employees was 93.7 per cent and 89.4 per cent respectively.

Table 6.1d: Distribution of Employees by Employment Status and Economic Activity

Section	PAID EMPLOYEE		CONTRIBUTING FAMILY WORKER		APPRENTICE		VOLUNTEER		OTHER		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
C = Manufacturing.....	250,048	87.5	29,273	10.2	5,643	2.0	-	-	929	0.3	285,893	100
E = Water supply; sewerage, waste management and remediation activities.....	774	100.0	-	-	-	-	-	-	-	-	774	100
F = Construction.....	211	100.0	-	-	-	-	-	-	-	-	211	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles.....	864,159	90.2	82,139	8.6	2,180	0.2	3,979	0.4	5,756	0.6	958,212	100
H = Transportation and storage.....	4,765	100.0	-	-	-	-	-	-	-	-	4,765	100
I = Accommodation and food service activities.....	405,180	93.5	28,268	6.5	-	-	-	-	-	-	433,448	100
J = Information and communication.....	12,971	100.0	-	-	-	-	-	-	-	-	12,971	100
K = Financial and insurance activities.....	24,224	100.0	-	-	-	-	-	-	-	-	24,224	100
M = Professional, scientific and technical activities.....	2,550	100.0	-	-	-	-	-	-	-	-	2,550	100
N = Administrative and support service activities.....	13,524	83.5	1,176	7.3	188	1.2	1,303	8.0	-	-	16,190	100
R = Arts, entertainment and recreation.....	17,678	91.1	1,727	8.9	-	-	-	-	-	-	19,405	100
S = Other service activities.....	226,739	94.4	8,024	3.3	1,901	0.8	-	-	-	-	240,189	100
Total	1,822,822	91.2	150,606	7.5	9,911	0.5	5,282	0.3	10,210	0.5	1,998,831	100

Table 6.1f: Distribution of Employees by Age and Employment Status

Employee Age Cohort by Sex	PAID EMPLOYEE		CONTRIBUTING FAMILY WORKER		APPRENTICE		VOLUNTEER		OTHER (SPECIFY)		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Male(Below 18).....	7,120	69.2	3,167	30.8	-	-	-	-	-	-	10,287	100
Female(Below 18).....	1,010	100.0	-	-	-	-	-	-	-	-	1,010	100
Male(18-34).....	765,608	93.9	39,536	4.8	6,140	0.8	3,217	0.4	1,014	0.1	815,513	100
Female(18-34).....	738,508	89.4	76,156	9.2	3,772	0.5	2,065	0.3	5,220	0.6	825,721	100
Male(35 and Above).....	147,901	97.5	3,022	2.0	-	-	-	-	827	0.5	151,749	100
Female(35 and Above)...	102,465	79.9	22,603	17.6	-	-	-	-	3,149	2.5	128,217	100
Total	1,762,611	91.2	144,483	7.5	9,911	0.5	5,282	0.3	10,209	0.5	1,932,497	100

6.2.4. Number of employees by Age and Sex

Table 6.2 shows distribution of informal sector industry by employees by Age Cohort, Sex and Industry. The table shows that 63.4 per cent are in the age bracket 18-34 with approximately equal proportion of males (31.5 per cent) and females (31.9 per cent).

6.2.5. Sex and Occupation

Table 6.3 shows distribution of informal sector employees by Age, Sex and Occupation. Majority of males (56.1 per cent) and females (80.9 per cent) were in Service Workers, Shop and Market Sales Workers.

Table 6.2: Distribution of Employees by Age, Sex and Industry

Industry	Male(Below 18)		Female(Below 18)		Male(18-34)		Female(18-34)		Male(35 and Above)		Female(35 and Above)		Not Stated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
C = Manufacturing.....	3,677	1.0	-	-	153,888	41.1	59,066	15.8	48,340	12.9	8,580	2.3	100,498	26.9	374,049	100
E = Water supply; sewerage, waste management and remediation activities	-	-	-	-	-	-	774	100.0	-	-	-	-	-	-	774	100
F = Construction.....	-	-	-	-	-	-	211	3.3	-	-	-	-	6,233	96.7	6,444	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	3,395	0.3	168	-	389,688	31.8	387,417	31.7	76,329	6.2	76,650	6.3	290,076	23.7	1,223,722	100
H = Transportation and storage.....	-	-	-	-	4,466	46.1	-	-	299	3.1	-	-	4,913	50.8	9,678	100
I = Accommodation and food service activities.....	-	-	842	0.1	143,961	25.6	214,118	38.1	13,876	2.5	35,264	6.3	154,373	27.4	562,435	100
J = Information and communication.....	-	-	-	-	5,755	44.4	4,079	31.4	3,137	24.2	-	-	-	-	12,971	100
K = Financial and insurance activities.....	-	-	-	-	5,736	20.3	13,596	48.0	1,307	4.6	2,914	10.3	4,765	16.8	28,318	100
M = Professional, scientific and technical activities...	-	-	-	-	1,076	23.5	1,473	32.1	-	-	-	-	2,034	44.4	4,583	100
N = Administrative and support service activities....	-	-	-	-	7,001	39.8	9,189	52.3	-	-	-	-	1,388	7.9	17,578	100
R = Arts, entertainment and recreation.....	1,071	4.0	-	-	17,155	64.1	1,180	4.4	-	-	-	-	7,337	27.4	26,742	100
S = Other service activities.....	2,145	0.7	-	-	86,787	26.7	134,618	41.5	8,461	2.6	4,809	1.5	87,780	27.0	324,599	100
Total	10,287	0.4	1,010	-	815,513	31.5	825,721	31.9	151,749	5.9	128,217	4.9	659,396	25.4	2,591,893	100

Table 6.3: Distribution of Employees by Sex and Occupation

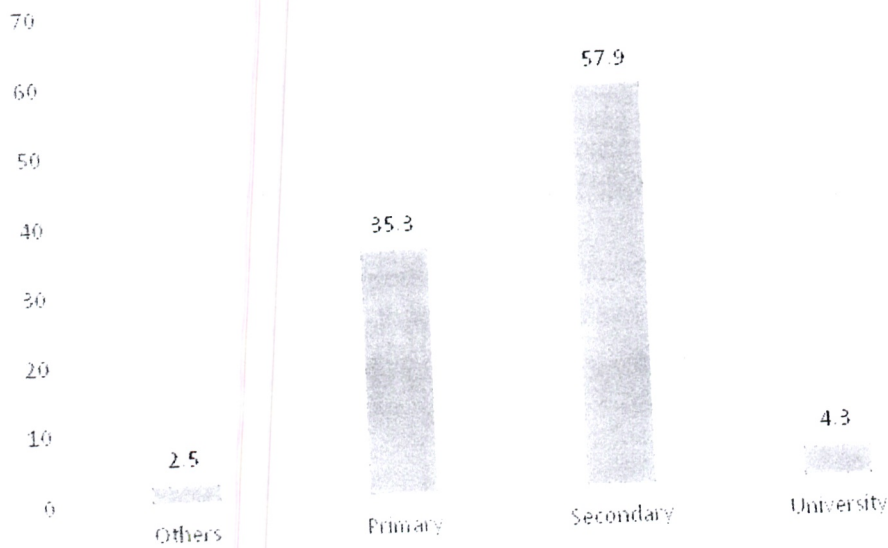
KNOCS – Major Group	Male(Below 18)		Female(Below 18)		Male(18-34)		Female(18-34)		Male(35 and Above)		Female(35 and Above)		Not Stated		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
1= Legislators, Administrators and Managers	-	-	-	-	2,671	5.0	677	1.3	-	-	-	-	49,883	93.7	53,230	100
3= Technicians and Associate Professionals.....	1,957	1.9	-	-	14,886	14.1	15,125	14.3	163	0.2	3,081	2.9	70,260	66.6	105,472	100
4= Secretarial, Clerical Services and Related Workers...	-	-	-	-	36,534	38.0	36,259	37.7	1,130	1.2	13,966	14.5	8,193	8.5	96,082	100
5= Service Workers, Shop and Market Sales Workers....	5,393	0.3	168	-	498,360	29.8	694,724	41.5	71,761	4.3	93,361	5.6	308,778	18.5	1,672,546	100
6= Skilled Farm Fishery Wildlife and Related Workers.	-	-	-	-	789	18.0	2,466	56.3	1,124	25.7	-	-	-	-	4,378	100
7= Craft and Related Trades Workers.....	1,217	0.3	-	-	183,811	45.4	40,298	10.0	63,128	15.6	2,917	0.7	113,598	28.1	404,969	100
8= Plant and Machine Operators and Assemblers.....	1,720	2.1	-	-	28,659	35.3	3,338	4.1	8,525	10.5	2,645	3.3	36,304	44.7	81,191	100
9= Elementary Occupations.....	-	-	842	0.5	49,804	28.6	32,833	18.9	5,919	3.4	12,246	7.0	72,379	41.6	174,023	100
Total	10,287	0.4	1,010	-	815,513	31.5	825,721	31.9	151,749	5.9	128,217	4.9	659,396	25.4	2,591,893	100

6.3. Education and Training Particulars of Informal Sector Owners/Operators

6.3.1. Educational Attainment

The highest education attainment of employees is presented in Figure 6.1. Approximately, 57.9 per cent of Informal sector employees had attained secondary level education while 35.3 per cent of employees had attained primary level education. Employees with university education constituted less than 4.3 per cent.

Figure 6.1: Employees by educational Attainment



6.3.2. TVET Training

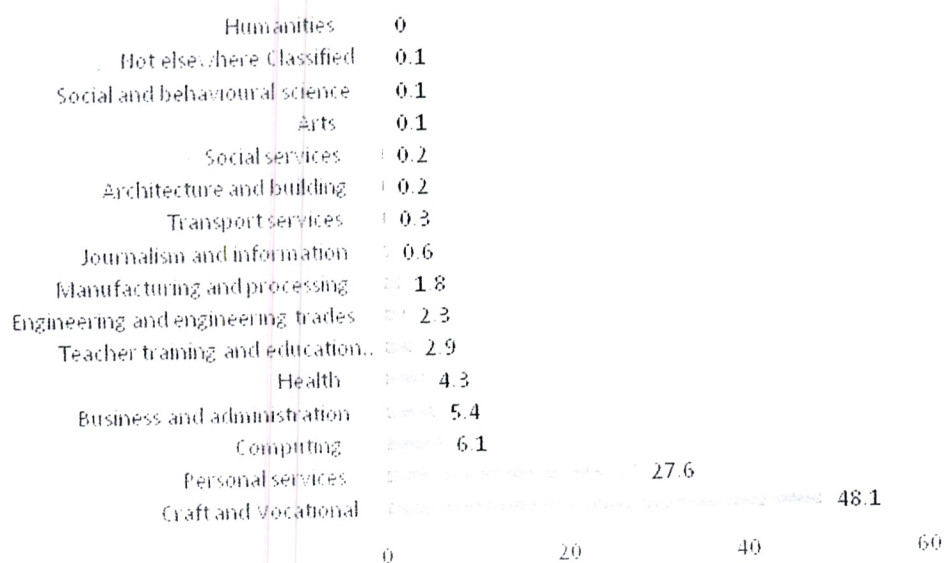
Table 6.4 presents the distribution of Employees by Industry and TVET training. Overall, 81.0 per cent of employees indicated they did not have any Vocational or technical training. The Wholesale and retail trade; repair of motor vehicles industry had the highest number of employees (162,212) who had attended TVET training.

Table 6.4: Distribution of Employees by Industry and TVET training

Industry	No Vocational or technical training		Have Vocational or technical training		Total	
	No.	%	No.	%	No.	%
C = Manufacturing.....	209,961	73.4	75,932	26.6	285,893	100
E = Water supply; sewerage, waste management and remediation activities	774	100.0	-	-	774	100
F = Construction.....	63	29.9	148	70.1	211	100
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	796,000	83.1	162,212	16.9	958,212	100
H = Transportation and storage.....	1,089	22.8	3,677	77.2	4,765	100
I = Accommodation and food service activities.....	375,260	86.6	58,187	13.4	433,448	100
J = Information and communication.....	6,045	46.6	6,926	53.4	12,971	100
K = Financial and insurance activities.....	20,146	83.2	4,078	16.8	24,224	100
M = Professional, scientific and technical activities	1,643	64.5	906	35.5	2,549	100
N = Administrative and support service activities.....	15,870	98.0	320	2.0	16,190	100
R = Arts, entertainment and recreation.....	18,664	96.2	741	3.8	19,405	100
S = Other service activities.....	173,630	72.3	66,559	27.7	240,189	100
Total	1,619,145	81.0	379,686	19.0	1,998,830	100

Further analysis indicated that of those employees who had attended some form of training, 48.1 per cent attended craft and vocational training followed by personal services at 27.6 per cent as shown in Figure 6.2.

Figure 6.2: Employees and Skill Area



6.4. Task Performed and Skills Possessed

6.5. Skill Gap

6.5.1. Skills required for optimal performance

Respondents were asked to indicate what type of skills they required to improve their performance to optimal levels in their respective occupations. Table 6.5 presents the distribution of Employees by skill required and Occupation. Overall, Business and Administration, Craft/Vocational Trades and Personal Services were the most preferred skills by the respondents in that order for their optimal performance. Service Workers, Shop and Market Sales workers were the majority of workers at 81.6 per cent and 86.6 per cent that required Business and Administration and Personal Services skills respectively while Craft and Related workers were the majority of workers at 61.1 per cent that required skills in Craft/Vocational Trades.

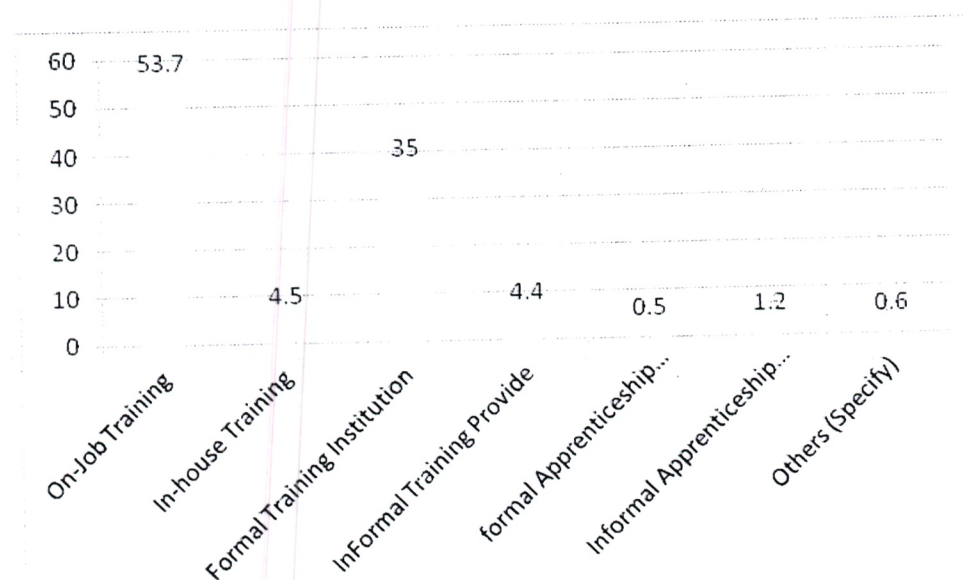
Table 6.5: Distribution of Employees by skill required and Occupation

Occupational Group	ISCED Broad											Total
	Arts	Business and Administration	Computing	Craft / Vocational Trades	Education	Engineering and Engineering Trades	Health	Humanities	Manufacturing and Processing	Personal Services	Transport Services	
1= Legislators, Administrators and Managers	-	839	-	-	-	-	-	-	1,032	663	-	2,534
3= Technicians and Associate Professionals.....	359	1,532	3,372	80	-	80	-	-	-	-	-	5,423
4= Secretarial, Clerical Services and Related Workers	393	12,371	4,573	-	-	-	-	1,080	-	11,369	-	29,786
5= Service Workers, Shop and Market Sales Workers	441	299,717	30,969	42,769	93	7,283	3,137	16,374	32,773	107,470	-	541,026
6= Skilled Farm Fishery Wildlife and Related Workers	-	2,466	-	789	-	-	-	-	-	-	-	3,255
7= Craft and Related Trades Workers.....	-	29,828	840	85,678	-	5,545	-	1,976	4,961	808	-	129,636
8= Plant and Machine Operators and Assemblers....	-	4,205	197	7,530	-	3,530	-	188	-	-	-	15,649
9= Elementary Occupations.....	-	16,411	163	3,390	-	-	-	829	1,057	3,850	827	26,526
Total	1,194	367,368	40,113	140,236	93	16,438	3,137	20,446	39,823	124,160	827	753,834
Proportion (%)												
1= Legislators, Administrators and Managers	-	0.2	-	-	-	-	-	-	2.6	0.5	-	0.3
3= Technicians and Associate Professionals.....	30.1	0.4	8.4	0.1	-	0.5	-	-	-	-	-	0.7
4= Secretarial, Clerical Services and Related Workers	32.9	3.4	11.4	-	-	-	-	5.3	-	9.2	-	4.0
5= Service Workers, Shop and Market Sales Workers	37.0	81.6	77.2	30.5	100.0	44.3	100.0	80.1	82.3	86.6	-	71.8
6= Skilled Farm Fishery Wildlife and Related Workers	-	0.7	-	0.6	-	-	-	-	-	-	-	0.4
7= Craft and Related Trades Workers.....	-	8.1	2.1	61.1	-	33.7	-	9.7	12.5	0.7	-	17.2
8= Plant and Machine Operators and Assemblers....	-	1.1	0.5	5.4	-	21.5	-	0.9	-	-	-	2.1
9= Elementary Occupations.....	-	4.5	0.4	2.4	-	-	-	4.1	2.7	3.1	100.0	3.5
Total	100	100	100	100	100	100	100	100	100	100	100	100

6.5.2. Preferred Mode of Training

Informal sector employees were asked to indicate their preferred mode of training. As shown in Figure 6.3, overall, 53.7 per cent indicated they preferred on- job training followed by training in a formal institution at 35.0 per cent.

Figure 6.3: Employees and Skill Area



6.6. Working Time

Working time, rest and the organization of working hours and rest periods (working-time arrangements) are central to the relationship between an employee and the enterprise. The number of hours worked, the length and number of rest periods and how they are organized in a day, week, month or year, have important consequences for both workers and employers.

6.6.1. Working Hours by Sex and Industry (Actual Hours Worked)

The ISSOS measured two concepts of operating hours for the enterprises, namely “hours usually operated” and “hours actually operated” during the last 7 days preceding the survey date. This section presents an analysis of the actual hours enterprises operated.

Table 6.5a below presents the distribution of actual hours worked by employees, sex and industry. Overall, the employees worked about 60 per week. There was no difference in the average time worked by males and females.

Table 6.5a: Distribution of Employees by Industry, Sex and Hours Worked

Industry	Male	Female	Total
C = Manufacturing.....	60	50	60
E = Water supply; sewerage, waste management and remediation activities	-	60	60
F = Construction.....	-	60	60
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	60	60	60
H = Transportation and storage.....	84	-	84
I = Accommodation and food service activities.....	70	60	65
J = Information and communication.....	66	70	70
K = Financial and insurance activities.....	60	60	60
M = Professional, scientific and technical activities.....	60	70	70
N = Administrative and support service activities.....	84	60	77
R = Arts, entertainment and recreation.....	56	70	56
S = Other service activities.....	66	60	60
Total	60	60	60

Table 6.5b below presents the distribution of actual hours worked by employees by sex and occupation. Overall, both males and females worked the same number of hours per week.

Table 6.5b: Distribution of Employees by Occupation, Sex and Hours Worked

KNOCS - Major Group	Male	Female	Total
1= Legislators, Administrators and Managers	84	78	84
3= Technicians and Associate Professionals.....	60	42	54
4= Secretarial, Clerical Services and Related Workers.....	60	60	60
5= Service Workers, Shop and Market Sales Workers.....	66	60	60
6= Skilled Farm Fishery Wildlife and Related Workers.....	70	48	48
7= Craft and Related Trades Workers.....	60	54	60
8= Plant and Machine Operators and Assemblers.....	58	36	49
9= Elementary Occupations.....	69	70	69
Total	60	60	60

6.6.2. Mode of Payment

Table 6.6 shows the distribution of Informal sector employees by mode of payment and sex. More than half (55.7 per cent) of the employees were paid salaries, while 28.0 per cent were being paid wages and 12.9 per cent were on paid through commission.

Table 6.6: - Distribution of Employees by Payment mode and Sex

Mode of Payment	Male			Female			Total		
Salary.....	487,102	47.4	51.0	539,894	52.6	60.8	1,026,997	100	55.7
Wages.....	313,932	60.9	32.9	201,529	39.1	22.7	515,461	100	28.0
Allowances.....	15,061	49.3	1.6	15,491	50.7	1.7	30,552	100	1.7
Bonus.....	6,227	72.9	0.7	2,316	27.1	0.3	8,543	100	0.5
Comission.....	118,436	50.0	12.4	118,608	50.0	13.4	237,043	100	12.9
Other.....	14,447	59.3	1.5	9,900	40.7	1.1	24,347	100	1.3
Total	955,204	51.8	100	887,738	48.2	100	1,842,942	100	100

6.7. Employee Earnings in the Informal Sector

This section examines the income of the paid employees within the informal sector enterprises.

6.7.1. Earnings by Industry and Residence

As shown in Table 6.7a, the overall mean monthly earnings per employee was estimated at KSh 14,315 per month. Notable however, employees in the urban areas on average earned more than their rural counterparts. The employees who received the highest average earnings were in the Finance and Insurance activities at KSh 18,135

Table 6.7a: Mean Monthly Earnings by Industry and Residence

Industry	Rural	Urban	Total
C = Manufacturing.....	8,633	11,352	10,821
E = Water supply; sewerage, waste management and remediation activities...	-	5,000	5,000
F = Construction.....	-	7,104	7,104
G = Wholesale and retail trade; repair of motor vehicles and motorcycles.....	7,474	15,688	14,439
H = Transportation and storage.....	9,000	2,527	3,599
I = Accommodation and food service activities.....	7,220	16,193	14,729
J = Information and communication.....	4,800	8,875	8,571
K = Financial and insurance activities.....	11,472	19,104	18,135
M = Professional, scientific and technical activities.....	-	14,102	14,102
N = Administrative and support service activities.....	3,000	7,603	6,780
R = Arts, entertainment and recreation.....	3,366	7,834	5,993
S = Other service activities.....	7,376	20,141	18,252
Total	7,500	15,628	14,315

Further, as presented in Table 6.7b, which gives the distribution of employee's earnings by occupation and residence, the highest overall mean monthly earnings per employee was for the service workers, shop and market sales workers at KSh 21,356 per month. This was followed by that of employees in the Legislators, Administrators and Managers occupational category.

Table 6.7b: Mean Monthly Earnings by Occupation and Residence

Occupation	Rural	Urban	Total
1= Legislators, Administrators and Managers	-	18,502	18,502
3= Technicians and Associate Professionals.....	3,836	14,363	12,372
4= Secretarial, Clerical Services and Related Workers.....	5,997	24,020	21,356
5= Service Workers, Shop and Market Sales Workers.....	7,174	15,841	14,518
6= Skilled Farm Fishery Wildlife and Related Workers.....	5,476	-	5,476
7= Craft and Related Trades Workers.....	9,010	15,366	14,300
8= Plant and Machine Operators and Assemblers.....	10,608	8,130	9,178
9= Elementary Occupations.....	6,727	8,417	8,168
Total	7,500	15,628	14,315

6.7.2. Earnings and Vocational Training

Paid Informal sector employees were asked to indicate if they had any TVET training. Table 6.9 shows employee mean monthly earnings by occupation and attendance of TVET Training. Employees who attended training in Professionals, Technicians and Associate Professionals and Plant and Machine Operators and Assemblers had higher mean wage compared to those who never attended TVET training.

Table 6.9: Mean Monthly Earnings by occupation and Attendance of TVET Training

Industry	Never Attended TVET training	Attended TVET training	Total
1= Legislators, Administrators and Managers	17,973	6,000	10,743
3= Technicians and Associate Professionals.....	10,664	14,338	12,513
4= Secretarial, Clerical Services and Related Workers.....	11,546	10,419	11,462
5= Service Workers, Shop and Market Sales Workers.....	9,637	9,619	9,634
6= Skilled Farm Fishery Wildlife and Related Workers.....	9,000	-	9,000
7= Craft and Related Trades Workers.....	11,477	9,963	11,034
8= Plant and Machine Operators and Assemblers.....	7,912	8,912	8,140
9= Elementary Occupations.....	9,255	6,910	8,959
Total	9,944	9,850	9,927

6.7.3. Earnings and Areas of TVET Training

Table 6.10 shows employee earnings by vocational field of study. The highest monthly gross earnings of KSh 19,722 were recorded in the field of personal services. This was followed by engineering and engineering trades and; arts which had a gross monthly earning of KSh 17,194 and KSh 14,812, respectively.

Table 6.10: Mean Monthly Earnings by occupation and Area of Training

Field of Study	Gross Earnings
Teacher training and education science.....	10,324
Arts	14,812
Humanities	12,891
Social and behavioural science	9,676
Journalism and information	13,206
Business and administration	14,160
Computing	8,540
Engineering and engineering trades	17,194
Craft and Vocational	9,802
Manufacturing and processing	10,540
Architecture and building	10,668
Health	9,743
Social services	8,400
Personal services	19,722
Transport services	7,067
Not elsewhere Classified.....	11,957
Total	12,903

6.8. Employees Strategic Knowledge

6.8.1. Employee understanding of goals and target

The study sought to document the extent to which the goals and targets of the enterprises are understood by employees in the sector by economic activity. As shown in Table 6.11, in the

Wholesale and Retail Trade: Repair of Motor Vehicles and motor Cycles, 28.2 per cent indicated that this was always the case. In this industry, 47.8 indicated this was often the case while 2.4 per cent indicated this never happened.

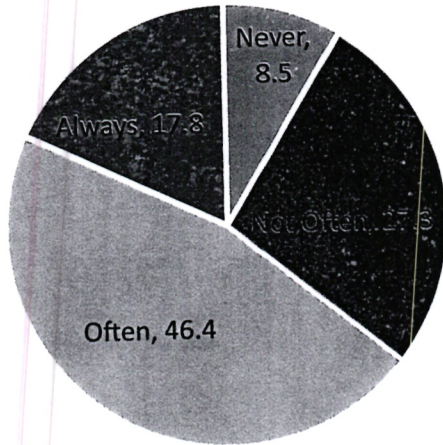
Table 6.11: Employees by understanding of Goal and Targets of enterprises

Industry	How well are the goals and targets of the enterprise understood by employees			
	Never	Not Often	Often	Always
C = Manufacturing.....	2.4	14.8	54.1	28.7
E = Water supply; sewerage, waste management and remediation activities	-	-	100.0	-
F = Construction.....	-	-	100.0	-
G = Wholesale and retail trade; repair of motor vehicles and motorcycles	2.4	21.6	47.8	28.2
H = Transportation and storage.....	-	-	77.2	22.8
I = Accommodation and food service activities.....	3.6	21.3	53.5	21.6
J = Information and communication.....	-	1.5	35.3	63.2
K = Financial and insurance activities.....	-	24.3	38.2	37.5
M = Professional, scientific and technical activities.....	28.2	25.8	46.0	-
N = Administrative and support service activities.....	-	26.0	53.5	20.5
R = Arts, entertainment and recreation.....	9.0	17.5	50.9	22.6
S = Other service activities.....	2.0	22.1	46.3	29.5
Total	2.6	20.5	49.7	27.2

6.8.2. Employee Decision Making in Organizations

Employees are part and parcel of the organization hence their ideas matter in the enterprise. The study sought to establish if their ideas were incorporated and implemented within the organizations. As shown in Figure 6.3, about 46.4 per cent indicated that their ideas were often incorporated while 27.3 per cent stated that their ideas were not always considered. About 17.8 per cent however indicated that their ideas were always considered the ideas while 8.5 per cent stated that their ideas /suggestions were never put into consideration.

Figure 6.3: Distribution of Employees by Decision Making



6.9. Working Tools

Having adequate and appropriate tools is central to the success of any business. Figures 6.4a & Figure 6.4b depict the percentage distribution of employees by use of Tools (Adequacy and Appropriateness). The survey results revealed that across all activities except Transport and Storage, 70.3 per cent indicated that they had appropriate tools for the kind of work they were doing. On the other hand, over 69.0 per cent indicated they had adequate tools for the kind of work they were doing.

Figure 6.4a: Percentage Distribution of employees by use of Tools (Appropriateness)

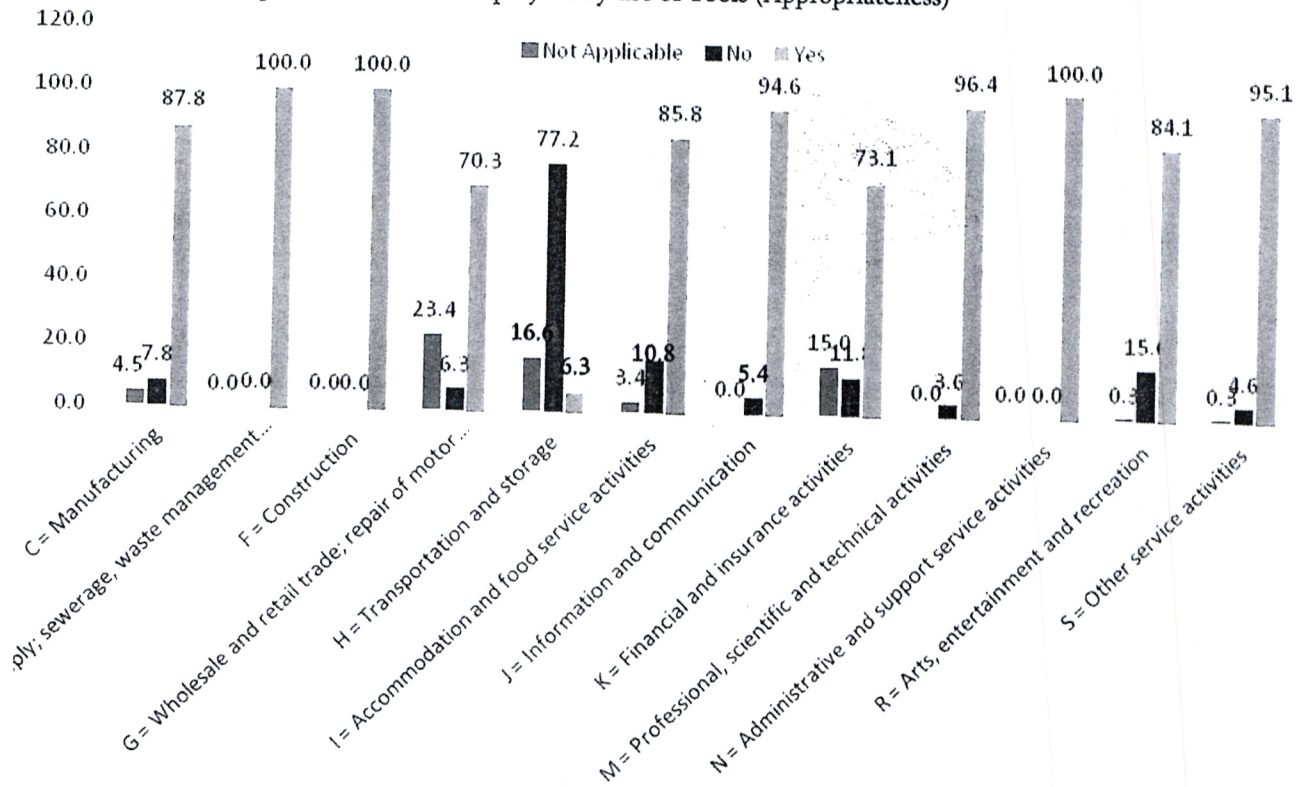
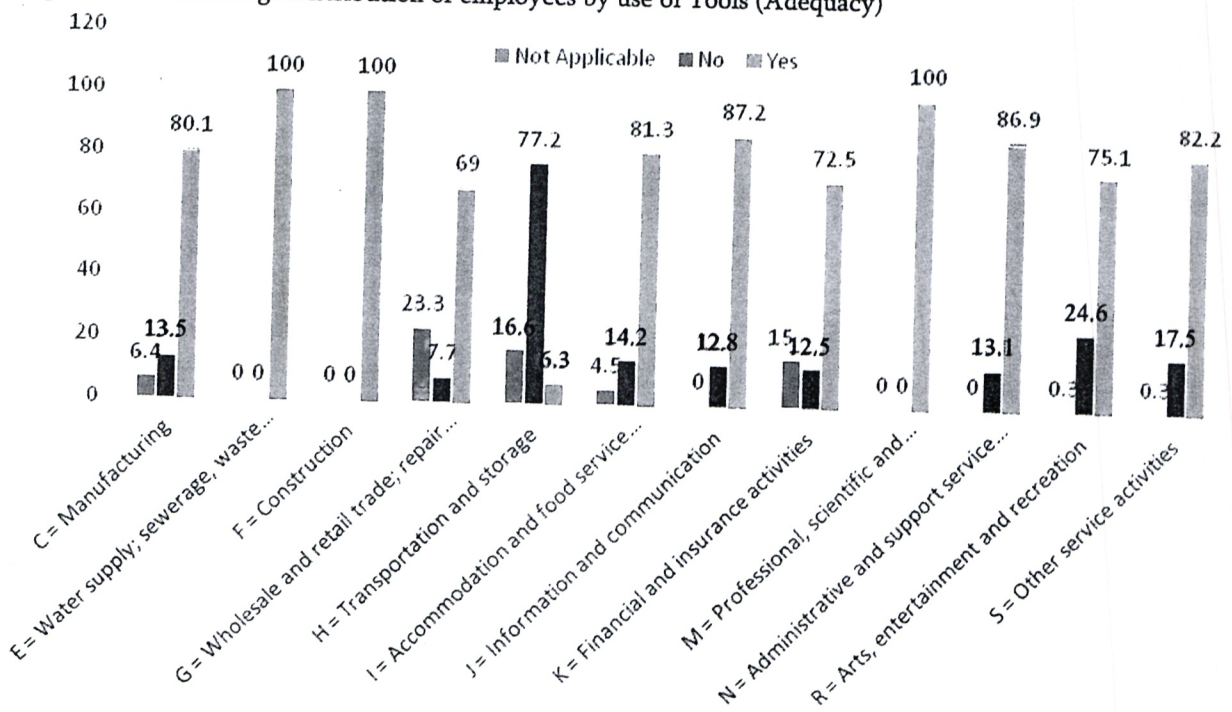


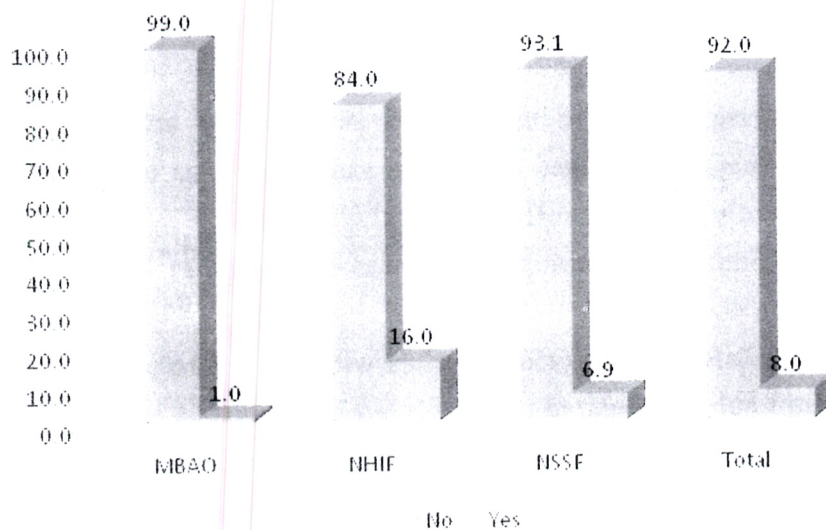
Figure 6.4b: Percentage Distribution of employees by use of Tools (Adequacy)



6.10. Employee Membership to Social Security Schemes

The study sought to establish the level of membership to social security schemes available to informal sector operators. As shown in the Figure 6.5, membership to the National Social Security Fund (NSSF), the National Hospital Insurance Fund (NHIF) and the Mbao Pension Scheme(MBAO), was very low. Membership to the NHIF recorded the highest at only 16.0 per cent, while membership to NSSF was 6.9 per cent while to that of MBAO was about 1.0 per cent.

Figure 6.5: Distribution of Employees by Membership to Social Security Schemes



CHAPTER 7

CONCLUSIONS AND RECOMMENDATIONS

7.1. Conclusions on Informal Sector Business Profiles

- **The distribution of informal sector enterprises by industrial activity:** showed that there were 5.0 million Informal Sector Enterprises at the time of the survey with Wholesale and retail trade; repair of motor vehicles and motorcycles being the predominant industry in the informal sector followed by in the manufacturing sector with paltry 12.5 per cent.
- **Persons engaged:** Persons engaged were categorized into usually and currently engaged. 11,872,496 were 'usually' engaged in the informal sector as compared to 11,722,943 who were 'currently' engaged at the time of the survey
- **Source of Startup Capital:** Source of start-up capital was mainly from Family/Own funds
- **Amount of Startup Capital:** Informal sector enterprises within rural residence had a low startup capital requirement as compared to enterprises within urban residence
- **Operating Hours of Informal Sector Enterprises:** Informal Sector Enterprises within urban and rural residences had high weekly working hours of 60 hours.
- **Informal Sector Earnings:** Informal sector within urban residences had higher average monthly income compared to both informal sector enterprises at national and rural residence
- **Enterprises Internet Use:** majority (80.4 per cent) were not using any of the available platforms, 9.1 per cent indicated that they were using WhatsApp while those using Facebook were slightly more than 7 per cent. Those using Twitter, Instagram and Email each comprised of 1 per cent only.
- **Training Requirements:** Informal sector required managerial skills to improve their productivity.
- **Employee Skill Development:** Majority of the informal sector enterprises (63.4 per cent) do not train their employees
- **Preferred Mode of Training:** Majority of the informal sector enterprises (64.3 per cent) preferred formal training institutions.

- **Occupation and Age:** There was no occupation who had majority over other occupations, but owners/operators were more in Legislators, Administrators and Managers which were largely composed of 35 years and above (56.9 per cent)
 - **Occupation and Economic Activity:** 45.9 per cent of informal sectors owners/operators are in group of Legislators, Administrators and Managers followed by Service Workers, Shop and Market Sales Worker at 16.9 per cent and Crafts and related trade workers at 12.8 per cent.
 - **Industry and Earnings:** Accommodation and food service activities (KSh 22,589), Professional, scientific and technical activities (22,367), Wholesale and retail trade; repair of motor vehicles and motorcycles(KSh 21,027), and Financial and insurance activities(KSh 19,196) had higher mean earnings
 - **Educational Attainment:** Majority of Informal sector operators/owners had attained secondary level education
 - **TVET Training:** Majority (78.8 per cent) indicated they have not attended any TVET training while only 21.2 per cent indicated they have attended TVET training.
 - **TVET Training Award:** 33 per cent attended training but not awarded any certificate, 32 per cent reported to have been awarded 'certificate' and only 0.2 per cent reported to have been awarded Higher National Diploma.
 - **Areas of TVET Training:** Majority had training in Craft/vocational trades (38.4 per cent), Business and Administration (15.8 per cent) and Personal Services (12 per cent)
 - **Working Owners/Operators contribution to NSSF and NSSF:** Majority of Working Owners/Operators in the informal sector contribute to neither National Social Security fund nor NHIF.
-
- **Status in Employment:** Majority of informal sector employee were paid employees at 91.2 per cent while 7.5 per cent were contributing family workers. High Proportion of Male and female in the age bracket of the youth (18-34) at 91.8 and 87.6 per cent receptively of the paid employees while Females have higher proportion than males of contributing family workers
 - **Sex and Occupation:** majority of males (56.1 per cent) and females (80.9 per cent) were in Service Workers, Shop and Market Sales Workers.
 - **Educational Attainment:** Majority of Informal sector employees had attained secondary level education
 - **TVET Training:** overall, majority of employees did not attend any TVET training but within construction workers over 50 per cent employees attended TVET

- training. For those who attended training, craft and vocational training and personal services is where the training was more concentrated.
- **Preferred Mode of Training:** Informal sector employees preferred on- job training as opposed to operators/owners who preferred training institutions
 - **Working Hours:** Overall, both Male and females worked the same number of hours (60) per week
 - **Earnings and Industry and Residence:** on average urban employee's earnings were more than the earning of the rural their counterpart. Overall, employees were likely to earn relatively more if Financial and insurance activities, Wholesale and retail trade; repair of motor vehicles and motorcycles, Professional, scientific and technical activities and Accommodation and Food Services
 - **Earnings and Occupations:** Overall, employees were likely to earn relatively more if Secretarial, Clerical Services and Related Workers, Legislators, Administrators and Managers, Service Workers, Shop and Market Sales Workers and Craft and Related Trades Workers
 - **Earnings and Vocational Training:** Employees were more likely to earn more if attended TVET training than if did not attend any TVET training. Further, employees were more likely to earn more if they attended training in Personal Services and Engineering and Engineering trades

BE ANSWERED BY MEMBERS WHO OPERATE BUSINESSES

Business
ie
:

Name and Physical Location of Structure

Name of business

Status

- Operational 1
- Non-Operational 2
- Vacant 3

E01	Structure Number	GPS	Building Name	Building No:	Road/Street	GPS	E05	E06	E07
	E02	E04_C	E03_A	E03_B	E04_B	E04_C			
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									

Describe the other economics activities and there contributions	Is your Enterprise Registered with ... ? Yes..... 1 No..... 2
	Registrar of Companies County Government Micro and Small Enterprise Authority Professional Bodies Social Development Dept Others (Specify)

	Activity	% Contribution to GDP	A	B	C	D	E	F
ISIC Rev.4								
B04D			E13					

			_	_	_	_	_	_
			_	_	_	_	_	_
			_	_	_	_	_	_
			_	_	_	_	_	_
			_	_	_	_	_	_
			_	_	_	_	_	_
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			_	_	_	_	_	_
			_	_	_	_	_	_
			_	_	_	_	_	_



MINISTRY OF LABOUR AND SOCIAL PROTECTION
AND KENYA NATIONAL BUREAU OF STATISTICS



KENYA YOUTH EMPLOYMENT AND OPPORTUNITIES PROJECT (KYEOP)
INFORMAL SECTOR SKILLS AND OCCUPATIONS SURVEY 2019

KYEOP - HOUSEHOLD BUSINESS LISTING FORM

Statistics collected in accordance with the Statistics Act 2006. Information supplied on this form is treated as confidential and restricted to the State department of Labour and the Kenya National Bureau of Statistics.

A. IDENTIFICATION PARTICULARS

	CODE
i) County:	_ _ _
ii) Sub county:	_ _ _
iii) Constituency:	_ _ _
iv) Town:	_ _ _
v) Urban/Rural:	_ _ _
vi) Ward:	_ _ _
vii) Zone:	_ _ _
viii) Estate /Village:	_ _ _
Enumerator:	_ _ _
Supervisor:	_ _ _

	CODE
CLUSTER:	_ _ _
H/HOLD:	_ _ _
GPS	
Longitude: _ _ _ _ _ _ _ _	
Latitude: _ _ _ _ _ _ _ _	
Altitude: _ _ _ _ _ _ _ _	
Division	_ _ _
Location	_ _ _
Sub Location	_ _ _

Summary

Informal Businesses:	_ _ _
Formal Businesses:	_ _ _
Total Businesses:	_ _ _

Status |_|_|

1 - Completed

2 - Incomplete

Household Businesses Listing Form

CONFIDENTIAL

HEO2	HEO3	HEO4	HEO5		HEO6					
Business Line Number	What income-generating activities/business enterprise did individuals in the household operate over the past 1 month? LIST ALL ESTABLISHMENTS/ENTERPRISES AND COUNTY OF OPERATION BEFORE COLLECTING DETAILS OF INFORMATION ON EACH. If the Business is operated across counties give the main county of operation.	Who in the Household Owns/ Operates this Business.	What is the [MAIN] economic activity of this enterprise?		Is your Enterprise Registered with any of the following? Registrar of Companies..... A County Government..... B Micro and Small Enterprise Authority..... C Professional Bodies..... D Social Development Dept..... E Others (Specify)..... F Yes..... 1 No..... 2					
	Name of Enterprise	County Code	Line of Member	Description: eg. Cargo Handling, Event Catering, Book Publishing, Raising of Poultry, Mixed Farming, Weaving of Textile, Construction of Building, Sale of Motor Vehicles, Retail Sale of Books In A Specialized Store, Hospital Activities, Foreign Affairs, General Cleaning Activities, Tour Operator, Hair Dressing etc.	ISIC Rev.4					
						A	B	C	D	E

1		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
2		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
3		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
4		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
5		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
6		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
7		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
8		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_
9		_ _ _ _	_ _		_ _ _ _ _ _ _	_	_	_	_	_

H1	H2	H3	H4	H5	H6	H7
Household Member Serial No.	Name of Member	Sex 1 = Male 2 = Female	Age (Years)	What was <name> mainly doing in the last 7 days (For 5 yrs and above)	Who was <Name's> Main Employer. If H6= 15,16,17,18 go to H7 else skip H8	Was the production mainly meant for the market or own consumption. 1 = Market 2 = Own Consumption

1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

H5

- 1. Worked for Pay
- 2. On Leave
- 3. Sick Leave
- 4. Own - Family Business
- 5. Own - Family Agriculture Holding
- 6. Intern/Apprentice
- 7. Volunteer
- 8. Seeking Work (Action Taken)

H5 Con't

- 9. Seeking Work (No Action Taken)
- 10. No Work Available
- 11. Retired
- 12. Homemaker
- 13. Full Time Student
- 14. Incapacitated
- 15. Other

H6

- NATIONAL GOVERNMENT
- MINISTRIES..... 01
- JUDICIARY..... 02
- PARLIAMENT..... 03
- COMMISSIONS..... 04
- STATE OWNED ENTERPRISE/INSTITUTION..... 05
- TEACHERS SERVICE COMMISSION (TSC)..... 06
- COUNTY GOVERNMENT..... 07
- PRIVATE SECTOR ENTERPRISE..... 08
- INTERNATIONAL ORGANIZATIONS/NGO 09
- LOCAL NGO/CBO..... 10
- FAITH BASED ORGANIZATION..... 11
- SELF EMPLOYED- MODERN..... 12
- INFORMAL SECTOR 'JUA KALI' (EMPLOYED)..... 13
- SELF EMPLOYED - INFORMAL 14

H6 Con't

- 01 SMALL SCALE AGRICULTURE (EMPLOYED) 15
- 02 SELF SMALL SCALE AGRICULTURE 16
- 03 PASTORALIST ACTIVITIES (EMPLOYED)..... 17
- 04 SELF PASTORALIST ACTIVITIES..... 18
- 05 INDIVIDUAL/PRIVATE HOUSEHOLD..... 19
- 06 SCHOOL BOARDS (BOM) 20
- 07 OTHER (SPECIFY) 96



MINISTRY OF LABOUR AND SOCIAL PROTECTION
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S/NO: |_|_|_|_|_|_|_|_|



KENYA YOUTH EMPLOYMENT AND OPPORTUNITIES PROJECT (KYEOP)
INFORMAL SECTOR SKILLS AND OCCUPATIONS SURVEY 2019

KYEOP - HOUSEHOLD MEMBER LISTING FORM

Statistics collected in accordance with the Statistics Act 2006. Information supplied on this form is treated as confidential and restricted to the State department of Labour and the Kenya National Bureau of Statistics.

A. IDENTIFICATION PARTICULARS

	CODE
i) County:	_ _ _ _
ii) Sub county:	_ _ _ _
iii) Constituency:	_ _ _ _
iv) Town:	_ _ _ _
v) Urban/Rural:	_ _ _ _
vi) Ward:	_ _ _ _
vii) Zone:	_ _ _ _
viii) Estate /Village:	_ _ _ _
Enumerator:	_ _ _ _
Supervisor:	_ _ _ _

	CODE
CLUSTER:	_ _ _ _
H/HOLD:	_ _ _ _
GPS	
Longitude: _ _ _ _ _ _ _ _ _ _ _ _ _ _	
Latitude: _ _ _ _ _ _ _ _ _ _ _ _ _ _	
Altitude: _ _ _ _ _ _ _ _ _ _ _ _ _ _	
Division	_ _ _ _
Location	_ _ _ _
Sub Location	_ _ _ _

Summary

Informal Businesses:	_ _ _ _
Formal Businesses:	_ _ _ _
Total Businesses:	_ _ _ _

Status	_
1 - Completed	
2 - Incomplete	

H1	H8	H9		H10		H11	H12	H13
Household Member Serial No.	How many Hours did <name> Work in the last 7 days	Description of main Activity		Main Usual Occupation of the member		Do you own /operate a Business?	How many businesses does [NAME] currently operate?	If last member Check If sum H12 is at least 1
		Description: eg. Cargo Handling, Event Catering, Book Publishing, Raising of Poultry, Mixed Farming, Weaving of Textile, Construction of Building, Sale of Motor Vehicles, Retail Sale of Books In A Specialized Store, Hospital Activities, Foreign Affairs, General Cleaning Activities, Tour Operator, Hair Dressing etc.	ISIC Rev.4	Description: eg. Primary School Teacher, General Shopkeeper, Vegetable Vendor, University Lecturer, Computer Programmer etc.	Knocs	1= Yes 2= No If NO next member		Next Module (Household Business Listing)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								



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AND KENYA NATIONAL BUREAU OF STATISTICS**
KENYA YOUTH EMPLOYMENT AND OPPORTUNITIES PROJECT (KYEOP)
INFORMAL SECTOR SKILLS AND OCCUPATIONS SURVEY 2019

S/NO: |_|_|_|_|_|_|_|_|



ENTERPRISE QUESTIONNAIRE

Statistics collected in accordance with the Statistics Act 2006. Information supplied on this form is treated as confidential and restricted to the State department of Labour and the Kenya National Bureau of Statistics.

A. ENTERPRISE IDENTIFICATION PARTICULARS

Status

1 - Completed |_|_|

2 - Incomplete

A01	QUESTIONNAIRE NO: _ _ _ of _ _ _ _		
A02	NAME OF ENTERPRISE: _ _ _ _ _ _ _ _ _ _		
A03	POSTAL ADDRESS:	A04	TEL NO:
A05	WEB SITE:	A06	EMAIL ADDRESS :
A07	COUNTY: _ _ _ _	A08	SUB COUNTY : _ _ _
A09	CONSTITUENCY: _ _ _ _	A10	WARD : _ _ _
A11	TOWN: _ _ _	A12	ESTATE :
A13	BUILDING: _ _ _ _	A14	FLOOR :
A15	ENUMERATION AREA: _ _ _ _	A16	EA NO : _ _ _
A17	ROAD:	A18	STREET :
A19	RURAL/URBAN: _ _	A20	BUSINESS CLUSTER: _ _ _ _
A21	GEOGRAPHICAL CODE: _ _ _ _		
A22	GPS COORDINATES: Latitude:		Longitude:..... Altitude:.....
	Division:..... _ _ _ _		Location:..... _ _ _ _ Sublocation:..... _ _ _ _
	ENUMERATOR:		Sign:
	CHECKED BY		Date:.....
	SUPERVISOR:		Sign:
			Date:.....

C1. Business Owner(s)/Operator(s) Profile

S/No	Please give the Name, Sex, Age, Nationality and Occupation of the business Owner(s)						
	Name	Sex	Age in Completed years <i>(Estimate If Not</i>	Nationality	Marital status	Main current occupation	
		Male..... 1 Female..... 2		Kenyan..... 1 Ugandan..... 2 Tanzanian..... 3 Rwandese..... 4 Burundian..... 5 South Sudanese..... 6 Others (Specify)..... 7	Married Monogamous..... 1 Married Polygamous 2 Living Together..... 3 Separated..... 4 Divorced..... 5 Widow or Widower..... 6 Never Married..... 7		
C01	C02	C03	C04	C05	C06	Description C07	KNOCS C08

1		_	_ _	_	_		_ _ _ _ _
2		_	_ _	_	_		_ _ _ _ _
3		_	_ _	_	_		_ _ _ _ _
4		_	_ _	_	_		_ _ _ _ _
5		_	_ _	_	_		_ _ _ _ _
6		_	_ _	_	_		_ _ _ _ _
7		_	_ _	_	_		_ _ _ _ _
8		_	_ _	_	_		_ _ _ _ _
9		_	_ _	_	_		_ _ _ _ _
10		_	_ _	_	_		_ _ _ _ _

How much was the Startup capital (KSh)	What were the three main sources of your Startup Capital	Does business keep records?	How many hours does your enterprise usually operate per day?	In total, how many hours did the enterprise actually operate in the last 7 days?	What is the average monthly gross income of your enterprise?	What were the total expenses of the enterprise in the last 30 days?	How many people are usually engaged in the enterprise?	How many people are currently engaged in the enterprise by Sex?	
Code 999999 If Unkrtown	Family/own funds..... Family/Friends Loan (Not free)..... Shylock..... Bank..... Micro Finance Institutions (MFI)..... Rotating Savings & Credit Association..... Government loan..... NGO's Formal/Informal cooperatives..... Trade credits..... In-kind..... Postal savings..... Chamas..... CBO..... Religious Organisations..... Other (Specify)..... N/A.....	A B C D E F G H I J K L M N O P Q	Yes - 1 No - 2					Male	Female
BO6	BO7	BO8_a	BO9	B10	B11	B12	B13	B14_A	B14_B

C2. Business Owner(s)/Operator(s) Education & Training Particulars

S/No	Education				Technical and Vocational Training				
	What is the Highest Educational Qualification				If you have any Vocational or technical training, how did you learn it?	Type of Institution	Award	Area of Study	Examining body
	Highest Level	Highest Grade Attained	Award Skip to C13 if C11 =1,2,3,4,5	Area of study	On-Job Training..... 1 Formal Training Institution..... 2 Formal Apprenticeship..... 3 Traditional/Informal Apprenticeship 4 Self-taught..... 5 Others (Specify)..... 6 Not Applicable (N/A)..... 7	Skip to C15 if C13 =1,4,5,6 ELSE skip to C18 if C13=7	Skip to C15 if C13 =1,4,5,6 ELSE skip to C18 if C13=7		
C09	C10	C11	C12						
C01	C09	C10	C11	C12	C13	C14	C15	C16	C17

1					_				
2					_				
3					_				
4					_				
5					_				
6					_				
7					_				
8					_				
9					_				
10					_				

C3. Business Owner(s)/Operator(s) Employment Particulars

S/No	What is <Name's> working status in the business?	Is <Name> actively engaged in the technical	In what way(s) are you compensated? Please indicate	What is your average gross earning as a/ an <occupation> in Kenya Shillings?		How many days did you work in the last seven days?	In total how many hours did you work the last seven days?
	Working owner..... 1 Non- working owner..... 2 Operator..... 3 If C18=2 skip to next person	Yes..... 1 No..... 2	Salary Wages Allowances ... Bonus Commission.. #####	A B C D E F	Monthly..... 1 Weekly..... 2 Daily..... 3 Hourly..... 4		
C01	C18	C19	C20	C21_A	C21_B	C22	C23
1	_	_		_	_		
2	_	_		_	_		
3	_	_		_	_		
4	_	_		_	_		
5	_	_		_	_		
6	_	_		_	_		
7	_	_		_	_		
8	_	_		_	_		
9	_	_		_	_		
10	_	_		_	_		

C10	C09	C11
Pre-Primary	Pre-Primary..... 1	None..... 1
1 Pre-Primary 1	Madrassa/Duksi..... 2	CPE/KCPE..... 2
2 Pre-Primary 2	Primary..... 3	KCE/KCSE..... 3
3 Pre-Primary 3	Secondary..... 4	KJSE..... 4
Primary	Undergraduate..... 6	KACE/EAACE..... 5
1 Primary 1	Postgraduate..... 7	Certificate..... 6
2 Primary 2	None..... 8	Diploma..... 7
3 Primary 3	Other (Specify)..... 9	Higher National Diploma..... 8
4 Primary 4		Degree..... 9
5 Primary 5	C14	Post Graduate Diploma..... 10
6 Primary 6	National Polytechnics..... 1	Post Graduate Degree..... 11
7 Primary 7	Institutes of Technology..... 2	Other (Specify)..... 12
8 Primary 8	Technical Training Institutes..... 3	
Secondary	Medical Training Colleges..... 4	C17
1 Secondary 1	Training Institutions under Government Ministries and Agencies..... 5	KNEC..... 1
2 Secondary 2	National Youth Service..... 6	KASNEB..... 2
3 Secondary 3	Vocational Training and Technical Vocational Colleges..... 7	NITA..... 3
4 Secondary 4	Vocational Rehabilitation Centres..... 8	CITY & GUILDS..... 4
5 Secondary 5	Commercial Training Colleges..... 9	ICM..... 5
6 Secondary 6	National Industrial Training Institute..... 10	NURSING COUNCIL..... 6
Undergraduate	C15	OTHER (SPECIFY)..... 7
1 University 1	None..... 1	
2 University 2	Artisan grade 3..... 2	
3 University 3	Artisan grade 2..... 3	
4 University 4	Artisan grade 1..... 4	
5 University 5	Craft 1..... 5	
6 University 6	Craft 2..... 6	
Postgraduate	Craft 3..... 7	
1 Postgraduate Diploma	Certificate..... 8	
2 Masters	Diploma..... 9	
3 PHD	Higher National Diploma..... 10	
	Other (Specify)..... 11	

KYEOP/EN/2018

D. SKILLS DEMAND AND UTILIZATION

S/No: Out of the total number of persons engaged in the business, Please indicate the terms of Engagement by Occupation and sex										
S/No	Occupation Description: eg. Primary School Teacher, General Shopkeeper, Vegetable Vendor, University Lecturer, Computer Programmer etc.	Knocs D03	Sex D04	Terms of Engagement					Owner D10_A	Total D10
				Limited Contract D05	Casual / Temporary D06	Commission D07	Permanent D08	Piece work D09		
D01	D02	D03	D04	D05	D06	D07	D08	D09	D10_A	D10
1		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
2		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
3		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
4		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
5		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
6		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
7		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
8		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
9		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
10		_ _ _	Male	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _
			Female	_ _	_ _	_ _	_ _	_ _	_ _	_ _ _

E. EMPLOYEE SKILLS DEVELOPMENT

Does your business usually train its employees		Which mode of training by occupation do you usually use to train your employees?	Where does your training usually occur?	Number trained in last six months	S/No:	Please state institutions that facilitate skill enhancement through training, funding or certification			
Yes..... 1		On-Job Training..... 1 In House Training..... 2 Formal Training Institution..... 3 Informal Training Provider..... 4 Formal Apprenticeship..... 5 Informal Apprenticeship..... 6 Others (Specify)..... 7			Training Don't Know = 99	Funding Don't Know = 99	Certification Don't Know = 99		
No..... 2									
Not Applicable..... 3									
If 2 or 3 Skip to E06		If E02 = 1 or 2 skip to Next Occupation in D01							
E01		D01	E02	E03	E04	E05	E06	E07	E08
_		1	_ _ _		_ _ _				
E03		2	_ _ _		_ _ _				
National Polytechnics..... 1		3	_ _ _		_ _ _				
Institutes of Technology..... 2		4	_ _ _		_ _ _				
Technical Training Institutes..... 3		5	_ _ _		_ _ _				
Medical Training Colleges..... 4		6	_ _ _		_ _ _				
Training Institutions under Government Ministries and Agencies..... 5		7	_ _ _		_ _ _				
National Youth Service..... 6		8	_ _ _		_ _ _				
Vocational Training and Technical Vocational Colleges..... 7		9	_ _ _		_ _ _				
Vocational Rehabilitation Centres..... 8		10	_ _ _		_ _ _				
Commercial Training Colleges..... 9									
National Industrial Training Institute..... 10									

SKILLS GAP		SKILLS GAP	
S/No:	Indicate the skills that your business currently lacks.	What technicals skills that your business currently lacks.	Reasons for not having workers with desired
		Skip to D15 if D12=10	
	Skills needed	Skills needed	D13

D11	D12A	D12B	D13
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

S/No:	How many people did your business engage in the last 6 months by Occupation	S/No:	How many vacancies does your business have by Occupation				
	Occupation		Occupation				
	Description: eg. Primary School Teacher, General Shopkeeper, Vegetable Vendor, University Lecturer, Computer Programmer etc.	Knocs	Total Last 6 months				
			Description: eg. Primary School Teacher, General Shopkeeper, Vegetable Vendor, University Lecturer, Computer Programmer etc.				
			Knocs				
			Vacancies				
D14	D15	D16	D17	D18	D19	D20	D21

1				1			
2				2			
3	onths			3			
4				4			
5				5			
6				6			
7				7			
8				8			
9				9			
10				10			

- D12**
- 1 Managerial Skills.....
 - 2 Record -keeping.....
 - 3 Financial skills.....
 - 4 Information and Communication Technology.....
 - 5 Marketing.....
 - 6 Customer care.....
 - 7 Life skills.....
 - 8 Communication skill.....
 - 9 None.....
 - 10 Other (Specify).....

- D12**
- 1 Technical skills.....
 - 2 None.....
 - 3 Other (Specify).....

- D13**
- 1 Difficult to get persons with desired skills.....
 - 2 High cost of labour.....
 - 3 Skill not available.....
 - 4 Expensive to Train.....
 - 5 Other Specify.....

F. EARNINGS AND WORKING CONDITIONS

S/No:	Out of the total number of persons engaged in the Enterprise, Please indicate the average monthly earnings by terms of Engagement, Occupation and sex.					
	Terms of Engagement					
	Sex	Limited Contract	Casual / Temporary	Commission	Permanent	Piece work
D01	F01	F02	F03	F04	F05	F06

1	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
2	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
3	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
4	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
5	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
6	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
7	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
8	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
9	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
10	Male	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _
	Female	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _	_ _ _ _ _ _ _

Does your business usually engage interns or apprentices?	Indicate the number of interns and apprentices engaged in the last six months.																What type of training would you require to improve your business? (Rank in order of importance)		
	Type of business Interns..... 1 Apprentice.. 2	Male				Female				Total	Conditions for acceptance								
		Insurance..... Fees..... Tools and Equipment..... Protective Clothing..... Age..... Identification Document..... Other (Specify).....										Managerial Skills..... 1 A Record - keeping..... 2 B Financial skills..... 3 C Technical skills..... 4 D Information and Communication Technology.... 5 E Marketing..... 6 F Customer care..... 7 G Life skills..... 8 Communication skill..... 9 None..... 10 Other (Specify)..... 11							
Yes..... 1 No..... 2	<15	15-29	30-34	>=35	<15	15-29	30-34	>=35	A	B	C	D	E	F	1 st	2 nd	3 rd		
E09	E10	E11				E12				E13	E14						E15		

G. MEMBERSHIP TO ORGANISATIONS / ASSOCIATIONS

<p>Are you a member of any association(s) related to your business?</p> <p>Yes..... 1 No..... 2</p> <p>SKIP TO G03 IF G01 IS 2</p>	<p>If yes, what kind of assistance have you received from the Association(s)?</p>	<p>Do you contribute to National Social Security Fund?</p> <p>Yes..... 1 No..... 2</p>	<p>Do you contribute to National Health Insurance Fund?</p> <p>Yes..... 1 No..... 2</p>
G01	G02	G03	G04
_		_	_

I. CONSTRAINTS TO BUSINESS START-UP, GROWTH AND DEVELOPMENT

What are the five major difficulties you face towards enterprise growth and development? (Rank in order of difficulty)

Inadequate capital or credit.....	1	Lack of capital equipment.....	11
Finding suitable premises.....	2	Taxes and license fees.....	12
Lack of Skilled workers.....	3	Lack of access to electricity.....	13
Government Regulation.....	4	High cost of energy.....	14
Access to equipment and spare parts.....	5	Lack of raw materials / irregular supply.....	15
Getting market/customers.....	6	No new technology.....	16
Difficulty in acquiring operating license.....	7	Change in Technology.....	17
High cost of raw material.....	8	No difficulty.....	18
High labour cost.....	9	Other (Specify).....	19
Delayed payment of credit.....	10		

1 ST	2 nd	3 rd	4 th	5 th
IO1				

J. EMPLOYEE INFORMATION

S/NO	Name	Current Main Occupation		Sex
				Male..... 1 Female..... 2
		Description	KNOCS	
J02	J03	J04_a	J04_b	J05
1				_
2				_
3				_
4				_
5				_
6				_
7				_
8				_
9				_
10				_
11				_
12				_

H. INTEGRATION AND APPLICATION OF TECHNOLOGY IN BUSINESS OPERATIONS

What is your main mode of operation?	If Manual in H01, why are you not using Machine aided systems?	If Not Power Driven in H01, why are you not using Power Driven Machines?	Have you received any advice or support on use of Machine aided systems	What internet based communication platforms do you use in your Enterprise?	For what other purpose is internet used in your Enterprise?	Does your Enterprise use mobile or e-banking for money transfer ?
Manual..... 1 Machine Aided..... 2 Power Driven Machine .. 3	Too Costly..... 1 Not Needed..... 2 No electricity..... 3 Not Accessible..... 4 Lack of knowledge..... 5 N/A..... 6 Other (Specify)..... 7	Low level of available technology..... 1 Lack of spare parts..... 2 High running costs..... 3 Low output..... 4 High maintenance costs..... 5 Insufficient number of machines..... 6 N/A..... 7 Other (Specify)..... 8 Lack of technical capacity..... 9 Low level of required technology..... 10	Yes 1 No. 2	Facebook..... A Whatsapp..... B Twitter..... C Instagram..... D None..... E Other (Specify)..... F Emails..... G	Online transactions... A Online Marketing..... B Online Research..... C Voice Over Internet .. D Other Internet Services..... E None..... F	Yes..... 1 No..... 2
Mode of Operation				A B C D E	A B C D E F	Mobile Money E-banking
H01	H02	H03	H04	H05	H06	H07 H08

C. EDUCATION AND TRAINING

Education				Technical and Vocational Training						
Highest	Highest	Award	Area	If you have any Vocational or	Type of	Award	Area of	Examining	Year of	Duration
				On-Job Training..... 1 Formal Training Institution..... 2 Formal Apprenticeship..... 3 Traditional/Informal 4 Self-taught..... 5 Others (Specify)..... 6 Not Applicable (N/A)..... 7 Skip to C07 if C05 = 1,4,5,6 ELSE skip to D01 if C05=7						
C01	C02	C03	C04	C05	C06	C07	C08	C09	C10	C11 Months

CO2			
Pre-Primary			
1 Pre-Primary 1			
2 Pre-Primary 2			
3 Pre-Primary 3			
Primary			
1 Primary 1			
2 Primary 2			
3 Primary 3			
4 Primary 4			
5 Primary 5			
6 Primary 6			
7 Primary 7			
8 Primary 8			
Secondary			
1 Secondary 1			
2 Secondary 2			
3 Secondary 3			
4 Secondary 4			
5 Secondary 5			
6 Secondary 6			
Undergraduate			
1 University 1			
2 University 2			
3 University 3			
4 University 4			
5 University 5			
6 University 6			
Postgraduate			
1 Postgraduate Diploma			
2 Masters			
3 PHD			
	C01		
	Pre-Primary.....	1	
	Madrassa/Duksi.....	2	
	Primary.....	3	
	Secondary.....	4	
	Undergraduate.....	5	
	Postgraduate.....	6	
	Other.....	7	
	C03		
	None.....	1	
	CPE/KCPE.....	2	
	KCE/KCSE.....	3	
	KJSE.....	4	
	KACE/EAACE.....	5	
	Certificate.....	6	
	Diploma.....	7	
	Higher National Diploma.....	8	
	Degree.....	9	
	Post Graduate Diploma.....	10	
	Post Graduate Degree.....	11	
	Other (Specify).....	12	
	C06		
	National Polytechnics.....		1
	Institutes of Technology.....		2
	Technical Training Institutes.....		3
	Medical Training Colleges.....		4
	Training Institutions under Government Ministries and Agencies.....		5
	National Youth Service.....		6
	Vocational Training and Technical Vocational Colleges.....		7
	Vocational Rehabilitation Centres.....		8
	Commercial Training Colleges.....		9
	National Industrial Training Institute.....		10
	C07		
	None.....		1
	Artisan grade 3.....		2
	Artisan grade 2.....		3
	Artisan grade 1.....		4
	Craft 1.....		5
	Craft 2.....		6
	Craft 3.....		7
	Certificate.....		8
	Diploma.....		9
	Higher National Diploma.....		10
	Other (Specify).....		11
	C09		
	KNEC.....		1
	KASNEB.....		2
	NITA.....		3
	CITY & GUILDS.....		4
	ICM.....		5
	NURSING COUNCIL.....		6
	Other (specify).....		7

KYEOP/EM/2018

D. TASK PERFORMED AND SKILL POSSESSED

Rank in order of importance your job specific tasks within the enterprise.	Other than <skills> in C08, Rank in order of importance other Skills that you possess in relation to <current occupation>.	How did you acquire the skills in column D02? On-Job Training..... 1 In House Training..... 2 Formal Training Institution..... 3 Informal Training Provider..... 4 Formal Apprenticeship..... 5 Informal Apprenticeship..... 6 Self-taught..... 7 Others (Specify)..... 8
D01	D02	D03

1			
2			
3			
4			
5			

How long in months have you utilized	How many times have you changed jobs in the	How regularly do you make Never..... 1 Not often..... 2 Often..... 3 Always..... 4
Months D04	D05	D06

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E. SKILL GAPS

What skill(s) do you require that will help you perform optimally within your current occupation?	Which Preferred mode of training do you think will be appropriate in E01?
Skill Area	On-Job Training..... 1 In House Training..... 2 Formal Training Institution..... 3 Informal Training Provider..... 4 Formal Apprenticeship..... 5 Informal Apprenticeship..... 6 Self-taught..... 7 Others (Specify)..... 8
E01	E02

1	_
2	_
3	_
4	_
5	_

F. EARNINGS AND WORKING CONDITIONS

Whats is your employment status in this job? PAID EMPLOYEE..... 1 CONTRIBUTING FAMILY WORKER... 2 APPRENTICE..... 3 VOLUNTEER..... 4 OTHER (SPECIFY)..... 5	In what way(s) are you compensated? Please indicate Salary A. Wages B. Allowances C. Bonus D. Commission..... E.. Other..... F..	What is your average gross earning <occupation> in Kenya Shillings?		How many days did you work in the last seven days?	In Total, how many hours did you work the last	Do you belong to any of the following Social Security Schemes?			
		Monthly..... 1 Weekly..... 2 Daily..... 3 Hourly..... 4	Amount (KSh)			Duration	NSSF A NHIF B MBOA Pension . C Others(specify) . D Yes 1 No 2	A	B
If FO1 = 2 or 4 skip to FO4	F02	F03_A	F03_B	F04	F05	F06			
		_ _ _ _ _ _ _	_ _			_ _	_ _	_ _	_ _

What benefits have you been receiving in F06?	Are you a member of any savings scheme?
F07	F08
1 2 3 4 5	Yes 1 No 2

Are you a member of a welfare Association related
F09
Yes 1 No 2

Are your working tools /equipment appropriate?	Are your working tools / equipment adequate?	How do you fill the deficiency? List by order of				What are the environmental, health and safety challenges			How do you cope with challenges in F15?		
Yes 1 No 2 N/A..... 3	Yes 1 No 2 N/A..... 3 If yes skip to F15 if F12 & F13	Borrowing..... A Hiring/Leasing..... B Purchasing..... C Improvising..... D	Other Specify..... E			If None skip to G01					
		1 st	2 nd	3 rd	4 th						
F12	F13	F14				F15			F16		

G. AWARENESS ON SKILL DEVELOPMENT

Are you aware of institutions that facilitate skill enhancement through training, funding or certification?

Yes 1
 No 2

2=> Next Module

G01

|_ |

List the training Institutions that	List the institutions providing funding to	List the institutions providing certification
G02	G03	G04

1		
2		
3		
4		
5		

H. Working Business Owner/Operator(s) Soft Skills

S/No	Soft skill		
	How well does <Name> ac	How well are the goals and ta	How regularly are emp
	Never..... 1 Not often..... 2 Often..... 3 Always..... 4		
CO1	H01	H02	H03

1	_	_	_
2	_	 _ 	 _
3	_	 _ 	 _
4	_	 _ 	 _
5	_	 _ 	 _
6	_	 _ 	 _
7	_	 _ 	 _
8	_	 _ 	 _
9	_	 _ 	 _
10	_	 _ 	 _

THANK YOU FOR YOUR PARTICIPATION

FOR OFFICIAL USE:

DATA ENTRY OFFICIALS

KEYED IN BY:

NAME:.....

SIGNATURE:.....

DATE:.....

VERIFIED BY:

NAME:.....

SIGNATURE:.....

DATE:.....